



## **The Role of E-Governance in Enhancing Public Service Delivery: A Study of Developing Countries**

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### **Abstract**

A government website on the internet is just one component of what is known as e-governance. Providing assistance and making governance more straightforward for all stakeholders, including the government, people, and enterprises, is the primary purpose of e-governance. Through the use of information and communication technologies, all three parties may be connected and actions and processes can be supported. To put it another way, electronic methods are used to promote and inspire good governance in the context of e-governance. Therefore, the objectives of e-governance are comparable to the goals of good governance. The exercise of economic, political, and administrative power in order to better manage the affairs of a nation at all levels is one definition of good governance. It is not possible for individuals living in industrialized nations to conceive of a scenario in which all interactions with the government might be conducted via a single counter, 24 hours a day, seven days a week, without the need to wait in queue. “On the other hand, it is going to be challenging for emerging nations to reach the same degree of efficiency and flexibility as developed ones. When governments are prepared to decentralise duties and procedures, as well as when they begin to employ electronic means, this is something that can be accomplished, as shown by the experience that has been gained in industrialized nations. From the point of view of developing nations, this study is going to investigate the legal and infrastructural concerns that are associated with e-governance. In particular, it will investigate the extent to which emerging nations have been effective in establishing a legal framework.

**Key-words:** e-service, e-governance, good governance, public service delivery, DESC

### **Introduction**

In recent years, new advancements in information and communication technologies (ICT) have supported and enabled organisations to provide their services and information in unique ways. These changes have been made possible by information and communication technologies. Especially since the emergence of the idea of e-government, which enables governmental bodies to distribute their services and information to their users (companies, individuals, and governmental organisations) in more optimum ways by using information and communication technology (ICT), governments are required to keep up with these new advances. As a result, governments all over the globe have begun implementing e-government systems after realising the advantages that it offers. These benefits include the ability to simplify and integrate workflows, improve the delivery of public services, and manage and process data, information, human resources, and financial resources. In addition to this, it has the potential to enhance the quality of services, decrease expenses, save time, and improve the efficacy and efficiency of



the public sector. In addition to this, it assists the government in achieving accountability, openness, correctness, accessibility, and high quality in the provision of public services and information. As a result, the majority of nations have implemented electronic governance, but the pace of acceptance varies drastically from nation to nation. Generally speaking, poor nations are falling behind industrialized ones in terms of the use of electronic governance.

### **E-government Definitions:**

In general, the growing use of information and communications technologies (ICTs) in a variety of domains has compelled governments to implement electronic government systems. This is particularly the case due to the fact that the private sector has adopted ICTs, which has placed pressure on the public sector. The term e-government refers to the use of various technologies, including the internet, mobile computing, and wide area networks, by government agencies in order to alter their connections with enterprises, people, and other aspects of the government establishment. As a result, the provision of government services may be accomplished via a variety of channels, including but not limited to stores, online portals, banks, the government, and private sectors. E-government was defined as government uses of information and communication technologies to offer for citizens and businesses the opportunity to interact and conduct business with government by using various electronic media such as telephone touch pad, fax, smart cards, self-service kiosks, e-mail / Internet, and Electronic Data Interchange (EDI)". This definition was provided by the United States Department of Justice. Furthermore, according to the United Nations (2018), it is described as "the utilization of information and communication technologies (ICT) by government agencies." Examples of ICT include Wide Area Networks, the "Internet, and mobile computing. In the following four forms, the government interacts with people and organisations via the use of electronic communication::

1. **Government to Government (G2G):** It refers to the procedures of communication between various government bodies and streamlines operations, and it is the backbone of the electronic government system.
2. **Government to Business (G2B):** For the reason that e-government adopts techniques that encourage these connections with the goal of reducing costs via increased competition, improving procurement procedures, and streamlining regulatory processes, the private sector pays a substantial amount of attention to interactions with e-government.
3. **Government to Citizens (G2C):** With the major objective of e-government being to facilitate citizen contact with the government, you should strive towards achieving this aim.
4. **Government to Employee (G2E):** The G2G sector is regarded to be a subset of it, and its primary emphasis is on administrative tasks that take place inside the company.

### **Evolution of e-government definitions**

Refer ence	Purpose and focus	Methodolog y	Definition of e-Government	Conceptu alization	Theoretical framework
Ho, 2002	Identify the restructuring challenges faced by government in adopting IT to deliver citizen services	Content analysis of official city websites	Government attempts to serve citizens using electronic means	No	No



Reference	Purpose and focus	Methodology	Definition of e-Government	Conceptualization	Theoretical framework
Layne & Lee, 2001	Outline different stages of e-government development by proposing a four-stage model of e-government development	Qualitative observational study with anecdotal references	Structurally transforming the government to enable electronic governance	No	No
<u>Moon, 2002</u>	Examine the effectiveness of e-government and identify barriers to the progress of e-government	Survey-based research	Using IT applications for the production and delivery of government services	No	No
Ndou & Shkoder, 2004	Identify issues, opportunities and challenges developing countries face while implementing e-government	Case study based observational study	Re-inventing the public sector using ICT, transforming its operations and its interrelationships with the community	No	No
<u>West, 2004</u>	Assess the effectiveness of e-government initiatives by measuring effectiveness in service delivery, democratic responsiveness and public outreach	Web-based survey and content analysis	Using the Internet for the delivery of information and other government services	No	No

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### E-government and Developing Countries

The e-government initiative known as "e-Europe" is a prime example of its success. The measures that have been taken by e-Europe have been highly politicized and extremely focused on achieving outcomes. The European Union has shown that it is capable of tracking, monitoring, and evaluating the execution of each Action Plan. "This was accomplished via the use of a complete system of key indicators and benchmarking reports that were created and presented to leaders for inspection and subsequent action. The European Union (EU) is distinguished from other global regional and sub-regional players by the purposeful and precise implementation of e-Europe, as well as by the political commitment of the leaders of the EU to develop and really enforce a knowledge-based economy and society for the benefit of all. The combination of information and communications technology (ICT) and electronic governance, together with policies that are both intelligent and responsive, has the ability to achieve development goals more quickly and at a lesser cost than traditional methods. In the context of persistent poverty, a lack of access to good drinking water, pervasive corruption, and other features of developing nations that demand urgent attention, there is a particularly strong perspective that calls into question the very usefulness of the information society. Despite the fact that it is impossible to avoid something that cannot be avoided, it is impossible



to ignore the fundamental nature of these and other difficulties. As a result of the delay in implementation, more costs would be incurred.

It is possible, however, to emphasize the significance of collaboration at the regional and sub-regional levels in the process of advancing the philosophy of the information society. provides a summary of the obstacles that are preventing the expansion of e-government in developing nations. Consequently, the implementation of e-government in developing nations inspires optimism and illustrates the existence of prospects. In light of this, where do the emerging nations stand in relation to the phases of evolution? It is crucial to trace here the requisite infrastructure of the developing nations in this context before moving into the specifics regarding the legal consequences. This is because the legal implications are a matter of fact. The goal here is to have an understanding of the proportion of income that was invested in order to create such capacity and use it to its full potential. It is without any reasonable doubt that information and communication technology (ICT) is one of the most significant engines of modernization in the context of developing nations.

### **Review of literature**

(Mohammad Abdul Salam, 2013) studied e-governance for good governance through public service delivery It is generally acknowledged that e-governance is an efficient method of providing services, and it is considered to be synonymous with good governance by all industrialised nations in general and developing countries like Bangladesh in particular. In order to legitimize the use of e-governance for good governance, the goal of this research is to evaluate the effectiveness of district e-service centers in Bangladesh and explore the ramifications of their use. Both qualitative and quantitative research methods were used throughout the course of the investigation. Data was obtained via the use of a self-administered questionnaire from random samples taken from the population of service providers persons who give services and service receivers who take gets from four distinct DESCs in Bangladesh. With the use of measuring scales that were taken from earlier research, the constructs that were used in this study were built. Using Microsoft Excel and the SPSS Program, the data were analyzed.

(Basu, 2004) studied E-government and developing countries: An overview A government website on the internet is just one component of what is known as e-governance. Providing assistance and making governance more straightforward for all stakeholders, including the government, people, and enterprises, is the primary purpose of e-governance. Through the use of information and communication technologies, all three parties may be connected and actions and processes can be supported. To put it another way, electronic methods are used to promote and inspire good governance in the context of e-governance. It may be concluded that the aims of e-governance are comparable to the objectives of good governance. The exercise of economic, political, and administrative power in order to better manage the affairs of a nation at all levels is one definition of good governance. It is not possible for individuals living in industrialized nations to conceive of a scenario in which all interactions with the government might be conducted via a single counter, 24 hours a day, seven days a week, without the need



to wait in queue. Nevertheless, it is going to be challenging for emerging nations to acquire the same degree of efficiency and flexibility as these developed ones.

(El gohary, 2017) studied E-government Implementation in Developing Countries: A Literature Review Recent years have seen an increase in the number of advantages that may be gained by implementing e-government, making it an unavoidable need for both developed and developing nations. There are, however, numerous obstacles that must be overcome before underdeveloped nations can reap the advantages of embracing e-government. Regarding this matter, several studies were carried out in a number of developing nations in order to ascertain the obstacles that are associated with the implementation of e-government. The purpose of this article is to provide an overview of the most significant research that have been undertaken in this area and to concentrate on the most prevalent obstacles that pertain to the implementation of e-government in developing nations. Taking into consideration the relevant literature, it is evident that the most prevalent obstacles to e-government in developing nations may be classified into five distinct categories. These categories include technological hurdles, organisational challenges, societal concerns, financial challenges, and human challenges. Each of these categories encompasses a number of different aspects. Every one of these difficulties has an impact, either directly or indirectly, on the others. It is thus necessary for governments in developing nations to concentrate on these five categories and look for ways to deal with them.

(NAZ, 2009) studied E-Governance for Improved Public Service Delivery in Fiji E-governance, which is a sort of information and communication technology, has the potential to bring about significant improvements in the state of the public sector. The implementation of e-governance in a number of developed and developing nations has shown that information and communication technology (ICT) has the potential to serve as a tool for higher service delivery with the objective of enhancing service quality. In addition, e-government has the potential to foster good governance, which means that increasing civic participation may lead to more chances for direct representation and voice, as well as support for strengthened democratic institutions. The purpose of this article is to examine and report the outcomes of a survey that aims to explore the role that e-governance may play in enhancing service delivery by modifying the relationship between the principal and the agent. It also tries to shed light on the many facets of public service that are of a high quality. In this presentation, policy proposals are made with the goal of achieving the advantages of e-governance in Fiji. When it comes to implementing e-governance, strong leadership is necessary in order to capture and internalize the advantages that come with providing excellent services and satisfying consumers.

### **Conclusion**

The concept of e-governance has emerged as a revolutionary strategy that makes use of information and communication technologies (ICTs) to improve governance by enhancing service delivery, transparency, accountability, and efficiency. E-governance systems have been effectively adopted in affluent nations; but, getting comparable outcomes in poor countries continues to be difficult owing to the limitations imposed by infrastructure, legal frameworks, financial resources, and human resources. It is impossible to ignore the potential advantages of e-governance, which include the promotion of good governance, the facilitation of civic



involvement, and the simplification of the delivery of public services, despite the problems that have been presented. When it comes to overcoming the obstacles that stand in the way of the implementation of e-governance, the experiences of nations such as Bangladesh and Fiji, amongst others, highlight the need of strategic planning, strong leadership, and coordination among regional stakeholders”. If there is a concerted effort to overcome the stated hurdles, e-governance offers developing countries with a significant chance to leapfrog old inefficiencies and accelerate modernisation. This is the case provided that the identified barriers are addressed. The incorporation of information and communication technology (ICT) into governance processes has the potential to play a crucial role in the achievement of sustainable development objectives and the promotion of equitable growth.

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