



IMPORTANCE OF E-GOVERNMENT IN IMPROVING GOVERNMENTAL PERFORMANCE AND SERVICE DELIVERY

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OBJECTIVES

1. Introduce the concept of e-government by presenting features and goals of this new service
2. Requirements of e-governance development
3. Motives behind shifting to e-government
4. Impediments to its implementation
5. Current successful experiments

DECENTRALIZATION is not an end; rather, it is a means to improve service delivery to citizens and improve governmental performance

E-governance is a distinct means in service delivery to citizens in a quick and efficient way; it is also a means to improve governmental performance.

DEFINITION OF E-GOVERNANCE:

Use of information technology and communications to change work approach and service performance within governmental institutions or in their dealing with citizens in a manner that facilitate delivery of a service so that it becomes more efficient. It is also concerned with providing citizens with all information related to services, laws, regulation and legislation through the internet. .

DIMENSIONS OF E-GOVERNANCE

First: electronic services

Governmental services are provided to citizens through the internet network.

Second: electronic management

Using high technology applications and programs of the computer to improve performance efficiency that enables to streamline procedures within governmental institutions in a manner that reflects quick and efficient delivery of services.

Third: electronic trade

It is repayment for services delivered to citizens, such as repayment of bills.

GOALS OF E-GOVERNMENT

1. Providing services in an easy and fast way with less cost and minimum contact between citizens and public employees
2. Make laws and regulations accessible to citizens on the internet
3. Extend the time for getting the service to include after work hours
4. Determine requirements for obtaining the service and required templates, so it can be filled and prepared prior getting the service in order to save efforts and time
5. Raise awareness of citizens by encouraging them to use modern technologies

GOALS OF E-GOVERNMENT

6. Raise efficiency of governmental performance and take action to join the international system to keep pace with modern information systems
7. Rationalize governmental expenditures; there will be less staff and paper-based documents will be replaced by computer-based documents.
8. Get rid of some instances of corruption and mismanagement
9. Promote transparency through allowing access to information for all institutions and citizens
10. Promote state's future plans and its required development projects

REQUIREMENTS FOR DEVELOPMENT OF E-GOVERNMENT

1. Provide computers and sophisticated application programs that secure the design of the system in a manner that achieves efficiency in performing the service under an integrated infrastructure of communication and information technology
2. Identify information, data and governmental templates to be accurately incorporated in the internet network
3. Coordinate and connect governmental agencies to avoid overlapping and inconsistencies on different governmental procedures
4. Develop several systems for repayment for services delivered through internet (such as the credit card, etc.)
5. Develop a legal framework that organizes e-government transactions with citizens in a manner that ensures protection of the rights and interests of both parties, especially under the challenges facing the implementation of the new e-government system of service delivery.

REQUIREMENTS FOR DEVELOPMENT OF E- GOVERNMENT

6. Initiate uncomplicated small projects that need restructuring processes to prove successful before being circulated to other sectors
7. Officials need to oversee and follow-up on the developed plans and evaluate implementation results in a transparent manner
8. Develop training programs for public employees
9. Create a website on the internet to respond to citizens complaints and inquiries
10. Raise awareness about services delivered by the e-government and how to make use of them
11. Give political support and required funding to governmental agencies that implement e-government

ELEMENTS AND CHARACTERISTICS OF E-GOVERNMENT

I. Elements of e-government

- Compile all activities, information and interactive activities in one place, that is the formal government website on the internet
- Reduce bureaucratic procedures by creating ongoing contact with citizens (24 hours a day, seven days a week, 365 days a year), along with securing all information and service needs to citizens
- Achieve quick connection, coordination and performance among governmental directorates, and within each directorate
- Increase the expenditures in several components and achieve better revenues from commercial governmental activities

ELEMENTS AND CHARACTERISTICS OF E-GOVERNMENT

2. Characteristics of e-government

- There is only one place for governmental information
- Apply digital models that can be filled out on the direct line
- Expedite processing of citizen transactions (documents)
- Provide, maintain and restore information
- Provide the governmental service on the direct line
- Streamline electronic payment system
- Improve governmental performance
- Reduce expenditures (reduction of number of employees through the use of the internet)
- Increase citizen satisfaction in dealing with the e-government

REASONS BEHIND SHIFTING TO E-GOVERNMENT, AND E-GOVERNMENT APPLICATIONS

Reasons behind shifting to e-government

- a. Governments are continuously exposed to pressure from citizens and beneficiaries to meet the growing demands of citizens for governmental services. This is due to growing population, high standards of living, desire to improve services and get rid of bureaucratic procedures.
- b. Globalization has contributed to openness, connection and integration in different political, economic, social and administrative aspects
- c. Accelerated technology progress and related knowledge revolution

REASONS FOR SHIFTING TO, AND APPLICATION OF E-GOVERNMENT

- d- Radical changes in the society structure along with the rise in awareness level, social expectations and development of the public sector for a new vision related to improvement of its performance in delivery of services
- e- Response to and interaction with modern environment to keep pace with developed countries and technological information and avoid being isolated
- f- Lack of resources and policies that would contribute to optimal use of governmental resources

REASONS BEHIND SHIFTING TO, AND APPLICATION OF E-GOVERNMENT

2- Areas of application of e-government

a- Provide governmental services to citizens electronically

b- Exchange services and information electronically among governmental sectors

c- Provide services and exchange information electronically between public and private sectors.

REQUIREMENTS AND OBSTACLES OF IMPLEMENTATION OF E-GOVERNMENT SYSTEM

I. Requirements for implementation of e-government

a- There should be in place a strategy to establish and develop an e-government; this includes infrastructure and technical aspects

b- Security challenges related to websites and internet should be taken into consideration; privacy is the most important

c- Take national and regional initiatives in the fields of IT, communication, internet and e-mail, especially in the field of providing governmental services by mean of co-operation and freedom of organizational work

d- Give priority support to media and community awareness through expansion of media networks

REQUIREMENTS AND OBSTACLES OF IMPLEMENTATION OF E-GOVERNMENT SYSTEM

I. Requirements for implementation of e-government

- e - There should be in place mechanisms for citizen participation in restoring and exchanging information with reliable websites
- f- Use of new methods for administrative and organizational development and human resources to implement e-government.
- g- Develop and improve IT skills of employees in governmental administrations through specialized trainings in e-government
- h- Secure the required funding for development and implementation of e-government

REQUIREMENTS AND OBSTACLES OF IMPLEMENTATION OF E-GOVERNMENT SYSTEM

2- Obstacles of implementation of e-government:

a- Lack of public awareness about the importance and characteristics of e-government implementation in service sectors

b- Lack of required resources for funding the “e-Administrative Initiative”, especially with the current reduced governmental financial revenues

c- Legal form related to the website providing the service concerning trust, style, and the way of delivering and implementing the public service

d- Technology cannot in any way replace humans. There are so many governmental services that cannot be implemented on the website, especially those require submitting IDs, signature, and witnesses, such as issuance of a passport, registration of an estate

REQUIREMENTS AND OBSTACLES OF IMPLEMENTATION OF E-GOVERNMENT SYSTEM

- e- Introducing any technology requires the public administration to conduct changes in organizational structure and operational procedures
- f- Lack of communication and information infrastructure
- g- Lack of e-government knowledge on the part of many sectors dealing with governmental agencies
- h- Legislation and administrative systems do not keep pace with developments in such a field
- i- Lack of clear organizational structures for all governmental sector activities
- j- Officials in high administrations are not fully convinced of the importance of e-government and believe that it reduces their administrative authorities

REQUIREMENTS AND OBSTACLES OF IMPLEMENTATION OF E-GOVERNMENT SYSTEM

k- Public sector staff does not have proper trainings even though all the equipment are available. The lack of knowledge leads them to resist e-government in order to keep their jobs

l- Weak governmental media awareness programs about e-government

m- The problem of the digital electronic signature that requires a legal form

CURRENT SUCCESSFUL EXPERIMENTS

1. Wasit Electronic Governmental e-Correspondence Experiment
2. Project Electronic Monitoring System developed by GSP/Taqadum
3. Electronic Database Establishment Project to develop and implement Service Delivery Plans

THANK YOU



Iraq Governance Strengthening
Program (GSP)

