

# Good e-government essay example

[Technology](#), [Internet](#)



One of the most widely used definitions of e-government comes from World Bank which states that e-governments refer to the use of information technology by various governments and government agencies in order to transform working relations amongst citizenry, government agencies, government employees, and businesses. Often, the information technologies applied consist of the internet, Wide Area Networks (WAN), and mobile configuration systems that serve to bring better service delivery. They also serve to improve government interactions amongst the various agencies of governments, businesses and the general citizenry. As a result, transparency is improved as well as the achievement of greater efficiency and convenience due to the suppression of corruption and inefficiencies in cost. In summary, an e-government introduces empowerment strategies to a country's citizenry since it functions as a channel through which the citizens can access vital information.

Though there may be varying definitions of e-government from different sources, there is always a universal theme that all refer to. This theme entails the use of information technology – especially the internet – by a government and/or its agencies in order to improve government service delivery to citizens, government agencies, and businesses. As a result, citizens and businesses can receive services from the national or federal, state, local or county governments anytime throughout the year. E-government is actually a process that is in its early development levels. It is interesting to note that majority of governments globally have started or are in the process of taking initiatives to set up their services online. Indeed, there is great potential in e-government in providing excellence in its

services to citizens than was anticipated. However, for the great potential to be realized there is need to streamline and change the governments' long ingrained business processes. According to Fraga (2002), e-government consists of utilizing ICTs to prop up government operations and services. However, Leitner (2003) asserts further that an e-government ought to additionally generate transformation, especially in the production processes where citizen services are delivered. This transformation leads to the development of an entire range of relationships of governments with businesses, citizens, and their government agencies.

E-government has a specific taxonomy that is used to analyze its interactions with the various target groups. Indeed, Backus (2001) refers “ to the three main target groups” in e-government interactions and concepts as government, its citizens, and business and/or commerce groups. Usually, interactions between government and its citizens and business/commerce groups are defined as external strategic goals. On the other hand, internal strategic goals are those that focus on interactions between a government and its major agencies. The interactions can specifically be described in the following ways:

**Government to Citizens (G2C):** At this level, a government provides a one-stop access to online information as well as services to its citizens. Usually, there are certain G2C applications that are developed to enable citizens lodge inquiries to different government agencies about a government's services and processes. Moreover, citizens are able to file income taxes, renew their licenses, access vital information disseminated by the government and other important services. Other services that government

provides at this level are concerned with helping citizens find employment opportunities (G2E – government to employees), information on tourism and recreation facilities, health and safety issues, filing of relief compensation (for instance food and flood relief), and conduction of training opportunities to general citizenry. A government also provides its own rules and regulations, and petitions at this level.

**Government to Business (G2B):** At this level, a specific government relates with businesses via the internet and other information technologies.

Interactions are structured as two dual transactions. These are government to business (G2B) and business to government interactions (B2G). The business to government interaction refers to the purchase of products and/or services by government from the numerous businesses that exist at the national or federal, state or local, or county levels. On the hand, a government to business (G2B) interaction consists of two major areas of operations. These are e-procurement and government auctioning, where a government auctions its surpluses. A government may buy large amounts of maintenance services, repairs, and operations from different suppliers and later auction them depending on the surplus levels. Mostly, these auctioning systems are mandated by laws.

**Government to Government (G2G):** At this interaction level, overall governmental efficiency and effectiveness is achieved. The phase involves those activities that are meant to develop smooth communication channels between a government and its various organizations and/or agencies. The major purpose of this interaction phase is to make sure that there is critical evaluation of government procedures and processes before information and

services are released to citizens. As a result, government systems and processes are streamlined and transformed to eliminate vices such as corruption and cost inefficiencies. The interaction is achieved using the same information technologies as with other levels of relationships in e-government. A classic example of this interaction can be found in the United States, where an intranet (Intelink) is used to carry confidential information and distributed amongst the United States intelligence agencies. Other G2G examples in the United States include networks such as GSA procurement network, which aims at aggregating quantity for demand in various units of the federal government. Moreover, the federal case registry network is utilized by the United States Department of Justice (USDOJ) and other relevant justice systems and offices to locate information relating to child support.

## **E-Government Status**

The development of a stable e-government, as we have seen, is a process in progress. With most governments already taking initiatives to set up all government functions online, it is essential that there be a minimum standard for the attainment of efficiency in any government attempt. This will provide a buffer for government services and processes, preventing a scenario where information may not be presented as required or desired. Indeed, e-governments provide additional benefits as they move the following continuum: Publishing of information, interaction, transaction, integration, and transformation. In fact, the same sophistication range attains value to citizens and businesses as government services move up the ladder, which is from general publishing to ultimate transformation of

services and processes. For instance, more value is attained when citizens are able to transact online such as in registering or renewing their business and other licenses through the payment of fees. In summary, therefore, an e-government or achieves its mandate only when it is able to generate trust in citizens, business, and government agencies and further interact with them at a more advanced level resulting into transactions and eventual transformation.

## **Bibliography**

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