

Impact of e government on public admin assignment



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The Introduction of the IRIS payroll system at the Ministry of Works and Transport was used as the Case Study for this project; with the main objective being to highlight the changes being experienced by public administration as a result of the revolution in communication technology. Introduction The revolution of Information Technology and Communication during the 21st Century has impacted on individuals, groups as well as organizations and businesses.

While this has caused changes in people's lifestyles, it has also effected phenomenal changes in government processes and interactions with citizens, businesses, other government agencies and employees. Within the sphere of governance, Information Communication Technology applications have infiltrated into government's policies, procedures, infrastructure and its frameworks in order to enhance the delivery of goods and services to the public.

Society has become more aware of obtaining effective and efficient electronic or e-government services mainly because of the advent of the Internet in the 1990's. Globalization and greater customer expectations have created a shift from agency-based to fulfilling the needs of the public. The successful implementation of e-government projects requires a lot of administration restructuring processes, redefining of administrative procedures and formats, which find resistance in almost all departments at all levels. " 1. Ultimately, in the long-term, e-government aims to reinforce government's initiatives towards effective governance and increased transparency in order to better manage the country's social and economic resources for growth and development. 1 . Kananga 2004 An Overview of E-
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Government The e; government agenda has been widely adopted by governments of many nations. With high expectations of inclemency, effectiveness, accountability, transparency and convenience in the functioning of government agencies. E- Government has become both a vision and the world we live in. Citizen-centricity is about turning the focus of government around; looking at the world through the other end of the telescope so that the needs of citizens and business come first. " 2. The term e-government, short for electronic government is synonymous with digital government or connected government. It can be defined as " the migration of overspent information and services to an online delivery mode. " 3. It dates back to the sass's with the introduction of information technology in the Public Sector.

However it was not until the year 2000 that the conversion of the provision of information and services to electronic means took place. Three components comprise the e-government system, they are: 1 . The provision of services from Government to government (Internal) 2. From government to business (External) 3. From government to citizens (External) Some examples of e-government in action include disbursement of social security- Identification cards driver's permits, passports; handling of government works projects as well as providing information of representatives online. . Intel , 2006 3. Oliver & sanders, 2004 Definition of E-Government There is no one definition for E-government but it ranges from " the government task of setting a valid legal framework for the effective use of the electronic media in society as well as the application of these media for public procurement, services to companies and the management of the internal organization. " 1 .

To “ the ramification process of the Public administration as a whole and of its interaction with people; this process, through Information and Communication Technologies (Sits), aims at optimizing the provision of services, at increasing participation by citizens and enterprises and at enhancing the governing ability of Public Administration itself in terms of efficiency and effectiveness. ” 2. Public Administration is the executive or operative arm of the government with the responsibility of carrying out their policies and directives.

Therefore within the intent of e-government, Public Administration is now faced with both organizational and institutional transformations as governments move towards the creation of an International Ana Knowledge Dates collect. The use of Information Communication Technology in government, according to the European Union, aims to achieve three goals. They are as follows: to improve public services, to facilitate the democratic process by allowing greater citizen participation and to strengthen support for public policies. The change to e-government requires major organizational and structural hangs.

Within the Public administration framework, numerous reforms have to be undertaken such as redefining of roles and responsibilities, rethinking services and access to them, eliminating redundant functions, developing skills and competencies in staff as well as working hand in hand with other stakeholders to deliver services that go beyond the organization . For e-government to be successful reforms and reinventions in the Public Service are imperative. However, while the technology part may be relatively easy to implement, the difficult part is the human aspect.

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