Chapter 2
E–Government in China:
Status, Challenges, and Progress

Inderjeet Singh Sodhi
St. Wilfred's P.G. College, India

ABSTRACT

E-government has made good achievements in China and played a major role in improving administrative institutions and provision of public services. In China, the applications of e-government increased since 2001. The application of e-government in China was intended, in part, to accelerate the government's pace of implementing and using information and communications technologies (ICTs) to improve administrative efficiency and effectiveness and, through this administrative reform, to promote economic development and the administrative capacity (Hongguan Tiaokong Nengli) of the central government in China. While Chinese leaders also emphasize the importance of providing a better quality of public services to their citizens, the major goal of e-government seems to be interestingly different than in western countries. Some critical problems have arisen at the same time as in many other developing countries, such as institutional inertia, over expenditure, lack of use, lack of knowledge, lack of infrastructure, asymmetry of regional development, etc. China should consider formulating effective e-government policy as well as creating an institutional mechanism in various government departments for integrating and sharing e-government applications across provinces and local governments. This could prove especially helpful to those citizens who are living in the less developed regions and provinces lacking e-government delivery of public services.

INTRODUCTION

Since 2000s, China is carrying out e-government projects and programmes actively in various areas like government ministries, departments, agencies/bodies and administrative institutions. To solve public service delivery problems, strong debates are ongoing on how to develop a successful e-government in China so that citizens could benefit timely and regularly. These attempts come from various perspectives, mainly active politicians, planners, policy makers, administrators, technologists, etc. In this 21st Century, the Chinese Government is trying its best to apply ICT Policy and adopt a clear methodology for prioritizing e-government applications and investments.

E-government is concerned with the delivery of public services through the electronic medium. World Bank (2004) states that E-government is about changing how governments work, share information, and deliver services to external and internal clients. It harnesses information and communications technology to transform relationships with citizens and businesses, and between arms of government. Davidow and Malone (1992) define e-government as a government that provides innovative services on internet; in other words, it digitises the activities of the government and provides information without geographical or time constraint through information and communication technology.

E-government can simplify and automate transaction (Sprecher, 2000). Elaine (2004) cites the statement from Schedler and Scharf (2004), which states that e-government is a form of organisation and it integrates government, public, business, customer and community through modern information and communication technology. E-government means the government and the public communicate with each other through the computer and it increases efficiency, responses readily and cuts cost (Donna & Yen, 2006). E-government is an emerging concept (Metaxiotis & Psarras, 2004) and recent researches focus on applying the new concept of e-commerce and management in e-government such as knowledge management (Liebowitz, 2004; Metaxiotis & Psarras, 2005), enterprise resource planning (Raymond et al., 2006) and value chain (Liu, 2005) or comparing e-government in other countries.

E-GOVERNMENT IN CHINA

In China, the focus of e-government has mainly been on administrative reform (Xing-zheng Guanli Tizhi Gaige) which has to enter into other areas. As a consequence of a deeply centralized and often inefficient administrative management system, China has faced critical problems including over bloated structures, overstaffing, confusion

17 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/e-government-in-china/140358

Related Content

Preparing the Laboratory-to-Field Transition of a New Electronic Voting Mechanism: Design Lessons From an Exploratory Semi-Field Experiment
Roumen Vragovand Nanda Kumar (2019). *International Journal of Electronic Government Research (pp. 63-89).*
www.irma-international.org/article/preparing-the-laboratory-to-field-transition-of-a-new-electronic-voting-mechanism/257490

An Exploratory Study of Social Networking Services as a Potential Vehicle for E-Participation in the City and County of Honolulu
Cassandra S. Harrisand Jenifer Sunrise Winter (2013). *International Journal of Electronic Government Research (pp. 63-84).*
www.irma-international.org/article/exploratory-study-social-networking-services/78301

Bridging the Digital Divide: Developments in Scotland
Anna Malinaand Ann Macintosh (2004). *eTransformation in Governance: New Directions in Government and Politics (pp. 255-271).*
www.irma-international.org/chapter/bridging-digital-divide/18632

E-Government Approaches to Facilitate the Process of Democracy in the Administration of Bangladesh: Rhetoric or Reality
Musleh Uddin Ahmedand Md. Abir Hasan Khan (2016). *Trends, Prospects, and Challenges in Asian E-Governance (pp. 127-138).*
www.irma-international.org/chapter/e-government-approaches-to-facilitate-the-process-of-democracy-in-the-administration-of-bangladesh/140365

The Role of Intermediaries in Multi-Channel Service Delivery Strategies
Marijn Janssenand Bram Klievink (2009). *International Journal of Electronic Government Research (pp. 36-46).*
www.irma-international.org/article/role-intermediaries-multi-channel-service/3944