Chapter 9
Trust and Reputation in Digital Environments:
A Judicial Inkling on E-Governance and M-Governance

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ABSTRACT

The trend of e-governance and m-governance in governance is increasing rapidly and the instrument of governance is getting closer to the citizens. This chapter considers the trust and reputation of the digital environment of e-governance and m-governance in the world from the existing legal and judicial inkling. How sufficient are the international policies and benchmarks on the use of information communication technology (ICT) for e-governance and m-governance within and among nations to be trusted and judged to be of good repute among the users and has it been able to promote the use of e-governance and m-governance among the nations of the world? The theoretical framework that this chapter hinges on is the actor network theory (ANT). It emerged from a line of research broadly referred to as the social shaping of technology. The methodology adopted focuses on the United Nation survey data on e-governance from 2005-2016. The data collected is analyzed based on regional and economic groupings for e-government development index (EGDI) of Africa, Americas, Asia, Europe, and Oceania.

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INTRODUCTION

The developments in the Information and Communications Technology (ICT) world have made it possible for citizens to interact with the government remotely in a convenient manner without physically visiting any government office. In the context and perspective of Electronic Service Delivery (2011), e-Governance is about the making use of ICT in systems of governance for a wide range participation and an intense involvement of citizens, institutions, civil society groups and the private sector in the decision making process of governance. Therefore the need for government process to re-engineer governance using Information Technology to simplify and make the governance processes more efficient which is critical for transformation to take place by making the delivery of government services more effective across various government domains.

The United Nations defines e-Government as the use of ICT and its application by the government for the provision of information and public services to the people. There is no doubt about the multitude of definition and at the same time no fixed definition of e-Governance. Several different agencies have tried to define this term according to their own objectives and requirements. The term 'e-Government' is also used in place of 'e-Governance'. The Organization for Economic Co-Operation and Development (OECD 2005) and Kyem (2016) perceived e-Government to be the use of information and communication technologies, and particularly the internet, as a tool to achieve better government.

The World Bank (2015); Banerjee, Duflo, Imbert, Mathew and Pande (2016) also opined that e-Government refers to the use by government agencies of information technologies gadgets and utilities (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. E-Government aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships within the government sector (G2G) more friendly, convenient, transparent, and inexpensive.

E-Governance and m-Governance is also described by Agrawal, Sethi and Mittal (2015) and Meijer (2015) as a process of reform in the way government works, shares information, engages citizens and delivers services to external and internal clients for the benefit of both government and the clients that they serve. Specifically, E-Government sectors harnesses information technologies such as Wide Area Network (WAN), Internet, World Wide Web (www) and mobile computing to reach out to citizens, businesses and other arms of the government. E-Governance has vast objectives but potent among them include to make government administration more transparent, speedy and accountable, in order to addressing the society's needs