Chapter 2
Electronic–Government Vision:
Case Studies for Objectives, Strategies, and Initiatives

Mahmud Akhter Shareef
McMaster University, Canada

Uma Kumar
Carleton University, Canada

Vinod Kumar
Carleton University, Canada

Morteza Niktash
Public Works and Government Services, Canada

ABSTRACT

Different countries adopt Electronic-government (EG) from different perspectives, although they align their mission to develop efficient government sectors that can satisfy citizens. However, countries develop their initiatives from different visions and attempt to achieve different ends, although their means are very similar. This chapter addresses and analyzes the strategies and objectives for EG of different countries. It also delineates subtle differences in their targets to achieve the implementation and proliferation of EG. It has three sections; the first gives the background of this case study, the second examines the EG initiatives of some selected countries, and the third discusses the summary of these initiatives.

BACKGROUND

It is now well recognized that the application of information and communication technology (ICT) in the bureaucratic public administration system can make it dynamic and ensure that service quality is modernized. However, it is also obvious from literature reviews that business process engineering in public service reformation must be supported by financial capability and political commitment (Kraemer and King, 2003; Stokes and Clegg, 2003; Dawes *et al.,* 2004; Titah and Barki, 2005; Reddick, 2006; Irkhin, 2007; Schedler and Summermatter, 2007). Different countries are pursuing EG as a national policy to reform public

administration and developing an efficient, effective, and cost-cutting service delivery system to improve their national economy. Governments are learning from large corporations to treat customers as the first stakeholder to satisfy and, through this approach, creating loyal customer groups. Government organizations in both developed and developing countries now understand that without treating citizens as customers and satisfying their needs with the highest quality of service, they cannot compete with the private sector in areas where their services overlap. So public organizations are now working hard to reform their management system to be like private corporations and create close ties with their stakeholders. Therefore, the prime and fundamental objective of EG in any country is to satisfy customers with better quality and efficient services (Moon and Norris, 2005; Parent *et al.*, 2005; Evans and Yen, 2006; Irkhin, 2007; Shareef *et al.* 2009, 2010c).

However, different countries adopt this objective from different perspectives (Shareef *et al.*, 2010a). Some countries take this notion of citizen-centric service to make the service system more dynamic so that it can be cost effective. Other countries implement the objective of a citizen-driven system to make the public sector as dynamic as a private corporation and boost the national economy as well as establishing themselves on the global marketplace. Some countries do, however, approach the goal satisfying citizens so they can develop an interconnected government among all the stakeholders and pursue good governance through a transparent and participative government. We can observe these different approaches by different governments to pursue EG through ICT from the definition of EG given by Shareef *et al.* (2010b) that gives the accomplishment of ultimate objectives and goals of EG as: "EG as an applied system can be defined as the modern evolution of government organizational structure for the presentation and delivery of all types of government information, services, and functions to all its users and stakeholders. It pro-vides increased efficiency and efficacy in terms of service quality, time, and cost and in availability and accessibility. It also provides ease of use, transparency, participation in the public service function and decision making, democratization, and globalization through the use of modern ICT."

We find that getting a comprehensive picture of the strategies and objectives of different countries in pursuing EG in the core public administration system through ICT, organizational reengineering, socio-cultural change, and political commitment has significant implications for any realistic managerial initiatives. The objective of this study is to analyze the vision, objectives, and strategies adopted by different countries in terms of their capability, technological beliefs, and political commitment.

CASE STUDY: EG INITIATIVES

To accomplish the aforementioned objective we have selected some countries as case studies for EG initiatives; these countries have a high profile in exploring ICT in the reformation capacity of public administration management, adopting a long-term vision in strategizing national policy, and developing mature service through EG. So, in one sense, we have selected the leading countries in the world in implementing transformational government through online means. But we also considered socio-cultural variations in choosing countries for our case study. To do this, we decided to analyze and interpret the EG development of at least one country from each continent so that we can compare and contrast the EG vision, mission, objectives, and long-term goal of different countries that have socio-cultural, political, economic, and technological variations. This will allow our conclusions to be generalized. For the case studies, we have addressed the EG policy and target of eight leading countries in the world.

Related Content

Acceptance of a Mandatory E-Government System: The Public Employee Perspective

Rudinei Silvestro, Fernando José Avancini Schenatto, Gilson Ditzel Santosand Gilson Adamczuk Oliveira (2024). *International Journal of Electronic Government Research (pp. 1-19).*

www.irma-international.org/article/acceptance-of-a-mandatory-e-government-system/356406

The Key Organisational Issues Affecting E-Government Adoption in Saudi Arabia

Abdullah AL Shehry, Simon Rogerson, N. Ben Fairweatherand Mary Prior (2009). *International Journal of Electronic Government Research (pp. 1-13).*

www.irma-international.org/article/key-organisational-issues-affecting-government/37439

Modeling IT Evolution in E-Government: Theories and a Proposed Model

Sukumar Ganapatiand Christopher G. Reddick (2013). *E-Government Success Factors and Measures: Theories, Concepts, and Methodologies (pp. 24-39).*

www.irma-international.org/chapter/modeling-evolution-government/77444

Urban Planning 3.0: Impact of Recent Developments of the Web on Urban Planning

Ari-Veikko Anttiroikoand Roger W. Caves (2014). *IT in the Public Sphere: Applications in Administration, Government, Politics, and Planning (pp. 233-257).*

www.irma-international.org/chapter/urban-planning-30/104019

A Multiagent Service-oriented Modeling of E-Government Initiatives

Tagelsir Mohamed Gasmelseid (2008). *Electronic Government: Concepts, Methodologies, Tools, and Applications (pp. 2296-2315).*

www.irma-international.org/chapter/multiagent-service-oriented-modeling-government/9859