Chapter 5

Challenges of Implementing E-Governance in a Politically Driven Environment

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ABSTRACT

The authors in this chapter underline the significance of a wider environment in which e-governance has to flourish. Even though each and every country in the world has programs to promote e-governance systems to provide maximum benefits to the citizens, and huge budgets and efforts are employed in developing master plans for e-governance in the developing countries, the systems often get terminated. There are many reasons for this termination; hence, the chapter has identified some of the key issues surrounding it.

NEED OF E-GOVERNANCE

The merits and benefits of the e-governance system does not confine to the developed countries only. It is equally or in some cases it is more relevant to the under developed or least developed countries. The ultimate mission of e-governance is to fill the digital divide. Every citizen of the nation should get maximum facilities of it. It should be more citizens centric. The recent remarks made by US President Barak Obama in China indicate the importance of e-government for every citizen.

In the underdeveloped countries, physical transportation facilities are very acute; people have to walk one or two days to get anything done. E-governance could be the panacea to them to get every service nearby their location. Many nations in this world have missed many opportunities in their history. They missed agricultural revolution; they missed industrial revolution, and many more. It is said that your luck knocks your door only once. If you do not open it when it is knocked then you will be deprived by the luck.

They (Underdeveloped countries) have missed many opportunities in their past, like the industrial revolution and the agricultural revolution, but if they miss the current ICT revolution, then these countries will never get a chance to renovate themselves. ICT is the approach of developing these underdeveloped countries. ICT as an approach and e-governance as a solution can be used to restructure these countries.

POLITICALLY DRIVEN NATION

Politics is the activity by which trustworthy people make decisions for the betterment of people, society, country, and the entire world. It is very difficult to find any country that is not driven by politics. Almost every country is politically influenced. Right from countries like Ethiopia, Swaziland, and Myanmar to European countries, US, Japan, Korea, every country is driven by politics. The only difference is the types of politics and nature of politicians. The intensity of involvement of politicians is different. In some countries, politicians do politics as per the mandate of people, and in some countries, they ignore the people's mandate and do their own style and try to convince innocence people for the sake of being in power for a long time.

Advantages

Politics formulate the rules. It ensures the safety and integrity of the nation. The people involved in politics are known as politicians. In a democratic term, people select the candidate to do the politics. They have the responsibility to help every citizen on their problem and help the entire nation to raise the economic condition. If anything goes wrong or astray, then people expect these politicians should sort it out. Sometimes countries cannot select the politician and dictators come and dictate. There are many examples of dictators ruling countries for a long time.

Disadvantages

Good politics make the country better, but bad politics make the country worse. The politics of any country depend upon the actors of it, i.e. politicians. If politicians are not honest, educated, and smart enough to drive the nation then the entire system gets badly affected. There are many examples in which politicians work only to draw the vote from the citizens. They give this as high priority. They are not serious about their nation. These types of attitudes do not help the nation to grow in any sector.

Implementing Issues

Implementing means putting the system into action. Here, implementing issues are more inclined towards the e-government system. It is widely accepted that e-government is the only solution for developing countries to raise the economic, social, and political condition. This is the reason why almost every country is trying to develop and use the e-government system. It is found that there are three steps followed to develop the system. Every system has three main steps, i.e. Feasibility Study, Development, and Implementation. During these steps, the following activities are carried out:

a. **Feasibility Study:** In this phase, a detailed study is done to know the present condition of the country. The need of government and types of services are identified. The outcome of this phase is the formulation of the problem.

b. **Development:** In this phase, different solutions are analyzed and tried to find the solution of the identified problem in the previous phase. There are various models and architectures in e-government systems, like service-oriented architecture, enterprise architecture, client server architecture, etc. These architectures are analyzed, and based upon the problem, one of them is selected.

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