Chapter 12
Core Values:
e-Government Implementation and Its Progress in Brunei

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ABSTRACT

In this chapter, e-Government and national cultures of the island republic of Singapore and the Sultanate of Negara Brunei Darussalam (henceforth Brunei), both small countries, are examined. The authors discuss the salient core values in the two national cultures that enable e-Government to be successfully implemented or at least have the right ingredients to be successful.
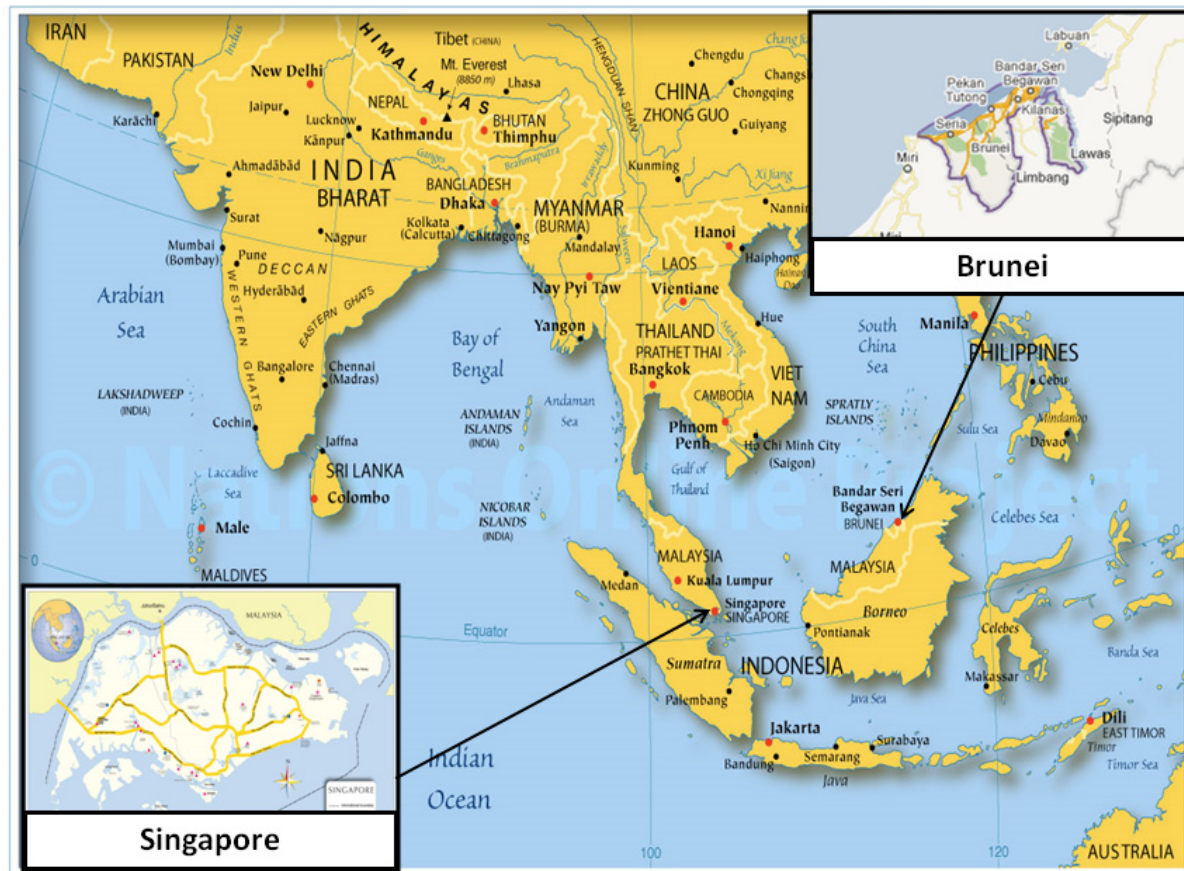
INTRODUCTION

Singapore and Brunei are both considered to be comparatively small countries situated in South East Asia. The aims of the chapter are to examine e-Government and the role of national cultures and its core values in Singapore and Brunei that enable e-Government to be successfully implemented,

and thus make e-progress and assist economic growth and development (see Figure 1).

To put it simpler terms, e-Government can be defined as the administrative processes of the government as well as the latter's facilitative interaction with the public or the citizenry. In addition, e-Government is used to serve citizens, support businesses, and strengthen societies (Lee, 2007).

Figure 1. The respective positions of Singapore and Brunei in South East Asia

A culture is usually taken as "the way we do things around here," and values about "how things ought to be" are shared amongst the people (Mead, 1994; cited in Hill, 2009). In other words, core values establish the foundation of a culture. Hence, national culture can be defined as a set of core values held by its people, and these core values are the people's key beliefs or convictions, something very close to their hearts (Low, 2009, 2005). Interestingly, values are people's or organization's (nation's) priorities; they also provide purpose and a sense of direction, setting the standards and giving us a sense of right and wrong (Low, 2011).

In e-Government, culture is one of the critical factors in enabling economic growth by streamlining government processes, providing better access to information, and promoting a suitable enterprise environment to further facilitate greater business growth.

THE CRITICAL SUCCESS FACTORS OF E-GOVERNMENT IMPLEMENTATION

The researchers felt that in order to make e-government a success, it is very important that a nation should have a top down approach in which the government with a dynamic and robust management team (including a strong ICT support), strategically planned, installed, and made available ICT infrastructure at the critical places of the country for current and future networking

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