Chapter 21
E-Procurement System as an E-Government Platform:
Case of South Korea

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ABSTRACT

This chapter introduces and analyzes the best practices and development methods for Information Communication Technologies (ICTs) in South Korea in the realm of e-Government. To the present, national informatization in South Korea has focused on e-Government. This is because e-Government can lead to transformation in national information infrastructure and the public services sector, leading to increased efficiencies. Thus, firstly, this chapter focuses on defining the key concepts of e-Government. Secondly, it analyzes public document systems for the best practices of e-Government in South Korea in the following categories: Government for Citizens (G4C), Government e-Procurement Systems (GePS), the governance system, the On-Nara Business Process System, and the Home Tax Service (HTS). E-Government has reduced the number of documents and therefore reduced costs. In particular, the e-Procurement system has proven effective. This chapter explains the theoretical concepts of e-Government in South Korea via a literature review. Finally, this chapter analyzes instances of success and suggests avenues for future e-Government growth.

INTRODUCTION

Most governments the world over have used ICT to improve the efficiency of public affairs and the quality of citizens' service. With e-Government, it is possible to provide essential universal services to people in many countries. Because of its potential to revitalize public service delivery, e-Government is considered a major national strategy in advanced countries.

Recently, the UN declared South Korea the leading country for in as far as e-Government development is concerned. This was because South Korea had already extensively invested in erecting a robust national information infrastructure during the past decades with programs such as Basic Computerized Administrative Plan (1978~1987), National Basic Information plan (1987~1996) and so on. These programs are requisite for affluent development of e-Government. In addition,

South Korea has implemented various national informatization plans such as Cyber Korea21 (1999~2002), e-Korea Vision 2006(2002~2006) and u-Korea (2007~2013). There have also been efforts regarding the e-Government 11 tasks (2001~2002), e-Government 31 roadmap tasks (2003~2007), and e-Government 12 tasks and e-Government support projects (2008~2012). In this process, South Korea has brought transparency to government affairs and efficiency to public services. E-Procurement systems in particular have achieved good e-Government service for governments, businesses and citizens. It has also caused a reduction of administrative documents and sped up delivery of documents.

The first part of this chapter provides an overview of domestic and overseas e-Government systems. The second part covers the implementation and best practices in South Korea in the following categories: Government for Citizen (G4C), Government e-Procurement System (GePS), Governance System, On-Nara Business Process System (On-Nara), Procurement System, and Home Tax Service(HTS), and so on. The third part tries to predict the direction of e-Government in the future. Finally, this chapter examines the way South Korea has tried to use e-Government through mobile e-Government or TV e-Government to create ubiquitous e-Government or smart e-Government during the last 12 years.

OVERVIEW OF E-GOVERNMENT

The Concept of E-Government

There have been many approaches to explaining e-Government within international organizations over the years. Some say e-Government is a type of government to maximize citizens' convenience based on the government's innovative use of information communication technologies (ICTs). Therefore, e-Government is part of an e-Democracy endeavor that fosters self reflective government and improves national responsiveness to issues of public interest. The genesis of e-Government can be traced to 'electronic banking' in the report 'Reengineering' at the National Performance Review of the USA in 1991. After this inception, different countries have taken different approaches in tackling the e-Government question (see Table 1).

In general, the concept of e-Government aims to supply high-quality public services for stakeholders and government, business and citizens utilizing ICTs. The basic framework of e-Government is to embody a small and efficient government with ICTs developed toward providing better public services. The major focus of e-Government would thus be to maximize citizen's convenience and to lead e-Democracy. In addition, e-Government aims to generally improve national competitive-

Table 1. Concept of e-Government {© MOPAS (2005); Shin (2010}

Organization	Details
UN	E-government as a permanent commitment by government to improve the relationship between the private citizen and the public sector through enhanced, cost effective and efficient delivery of services, information and knowledge. It is the practical realization of the best that government has to offer
World Bank	E-government as the use by government agencies of information technologies such as Wide Area Networks, the Internet, and mobile computing that have the ability of transform relation with citizens, business, and other arms of government
OECD	● E-government as the use of ICT and particularly the internet, as a tool to achieve a better level is simply better government. ● It is more about government than about "e" It enables better policy outcomes, higher quality services and greater engagement with citizens

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