Exploring the Integration of ICT in Public Sector Management in Namibia

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INTRODUCTION

Namibia has followed other countries in the world to embrace 4.0 revolution in its governance of both public and private sectors. The Namibian government has consistently developed to embrace data and correspondence innovation (ICT) by pursuing world directions and using the advantages of innovation. The Division of Public Service Information Technology Management (DPSITM) was set up in the Office of the Prime Minister (OPM) in the year in which the nation became autonomous, 1990, to coordinate and regulate all parts of public help ICT use. The office started its tasks as per the e-administration strategy by setting principles, rules and systems that aided the obtainment of equipment and programming, ICT preparing and later in the foundation of an administration wide organization (GRNNet), as well as web creation. In 1993, the ICT strategy was formed in such manner to set the preparation that permitted further exercises to guarantee that the advantages of ICT could be completely understood. The Cabinet Committee on Information Telecommunications (CCIT) has been proposed to be set up to guarantee that ICT matters are treated at the country's most elevated decision-making level (Republic of Namibia, 2005:6).

Over the course of the last years, Namibian Government has consistently attempted Public Service Changes in accordance with Vision 2030, National Development Plans and the South West Africa People's Organization (SWAPO) Party decisions manifestoes. These changes incorporate Service Charters to guarantee that the Namibian Public Service would turn into proficient, meritocratic, productive, compelling and responsible in the conveyance of administrations to the help clients or to the country. This is being finished considering the way that the individuals' personal satisfaction is of outmost significance for vision 2030. It is for this reason this study aims to explore further on the impact ICT use has on public sector management in Namibia.

BACKGROUND

For the successful implementation of e-government and the provision of services to citizens, public sector employees must adopt information technology/systems (IT/IS). This research bargains with a modern issue and is of extraordinary relevance to Africa, comparing with a period when nearly all governments in African nations have progressing ICT ventures pointing at proficiency of organization and change of open division administrations (Amegavi et al., 2018; Evans, 2018a; Evans, 2018b; Hwabamungu et al., 2018; Karanja, Sang and Ndirangu, 2018). In numerous advanced nations, inside a brief period, computerized government has advanced quickly from fundamental employments of ICT as straightforward instruments to facilitate highly organized authoritative work to the integration of ICT throughout government operations. The expanding utilize of Web 2.0, social media, and mobile and remote ICT by

citizens has incredibly impacted the way public services are given and how citizen engagement forms are delivered (Liu and Yuan, 2015: 140). Be that as it may, African nations are slacking behind in digital government selection compared with created nations. For African countries to effectively receive ICT, precise investigations ought to be carried out to get it the impact of ICT on open organization. Namibia being member of African states and also embracing the e-governance in public sectors is also not in exception in terms of making sure the effects of ICT integration in public sector management. Hence a lot still need to be done in Namibia also to effectively implement the e-governance in public sector.

In interest of savvy administration, governments have adopted different data and communication technologies (ICTs) over the past two decades. The rapid dissemination of Web 2.0 and portable technologies has given elective channels for open agencies to collaborate with citizens within the generation of public services. Despite the benefits of e-governance innovations, their potential negative impacts are famous by researchers and professionals. One vital issue is value (Sorrentino, Sicilia, and Howlett, 2018). The existing writing has centred on aberrations in coproduction participation and given uncertain discoveries. A few studies report that citizens with moo financial status (SES) and racial minorities are less likely to coproduce through 311 (Pak, Chua, and Moere, 2017; Thomas and Streib 2003), which might exacerbate existing incongruities in open benefit arrangement between disadvantaged and advantaged citizens (Bovaird 2007; Rosentraub and Sharp 1981). In differentiate, other ponders report that 311 service apps energize impeded citizens to take an interest in coproduction since of their moo taken a toll and comfort (Clark, Brudney, and Jang 2013; Tang et al. 2019), possibly reducing disparities. Be that as it may, observational inquire about to look at the ultimate impacts of these e-governance innovations on value in service outcomes is uncommon (Clark et al. 2020). Especially, we know relatively little almost nearby governments join 311 demands information in their benefit conveyance decision-making and how this process influences the dissemination of open administrations to distinctive bunches.

To fill this gap this study explored the impact of ICT integration in public sector management in Namibia, this will enable the study to look at equity distribution of services to all sectors in Namibia even those in the remote areas. The coming of the Web opened collaborative openings for businesses and governments around the world. By the conclusion of the final thousand years, web innovation had ended up commonplace, well inside reach of standard people. This marvel had two noteworthy results in the arena of open benefit conveyance, i.e., expanded mindfulness of person rights and higher expectations from open administrations. Utilization of data and communication innovation (ICT) by developed countries begun early on, and numerous thinks about found positive results of utilizing ICT in open services. The positive comes about were not restricted to benefit suppliers only—the open in common profited from digital administrations as well. The utilize of ICT brought about in way better data dispersal, in expansion to enhancing the productivity of open benefit conveyance in numerous nations that selected for open service transformation. Numerous researches have been conducted to assess the part of ICT in advancing the efficiency of open administrations. Chen and Hsieh (2014) note that in spite of numerous pitfalls, it is rectify to state that the digitalization of open administrations can lead to superior open benefit arrangements and superior administrations. They fight that this is due to more up to date innovations that permit enormous information handling in distant better; a much better; a higher; a stronger; an improved higher and speedier manner. Hence, as Bhatnagar (2014) too noted, a better-informed arrangement making and benefit conveyance can take place. There's no question that digitalization in public services is both energized as well as detested, as it is inescapable that the method comes with both stars and cons. Discoveries of such ponders bolster our starting perceptions in this regard. The presentation of ICT into open administrations in creating economies, on the other hand, lagged both in time and scale. Need of information, preparing, activities, and assets are usually mentioned as reasons

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