



Chapter IV

Developing a Generic Framework for E-Government

Gerald Grant, Carleton University, Canada

Derek Chau, Carleton University, Canada

ABSTRACT

Electronic government (e-government) initiatives are pervasive and form a significant part of government investment portfolio in almost all countries around the world. However, understanding of what is meant by e-government is still nascent and becomes complicated because the construct means different things to different people. Consequently, the conceptualization and implementation of e-government programs are diverse and are often difficult to assess and compare across different contexts of application. This paper addresses the following key question: Given the wide variety of visions, strategic agendas, and contexts of application, how may we assess, categorize, classify, compare, and discuss the e-government efforts of various government administrations? In answering this question, we propose a generic e-government framework that will allow for the identification of e-government strategic agendas and key application initiatives that transcend country-specific requirements. In developing the framework, a number of requirements are first outlined. The framework is proposed and described; it is then illustrated using brief case studies from three countries. Finally, findings and limitations are discussed.

INTRODUCTION

E-government (electronic government) is increasingly a global phenomenon that is consuming the attention of politicians, policy makers, and even ordinary citizens. Governments around the world have made and continue to make massive financial and political commitments to establishing e-government (Accenture, 2004). A report by the United Nations (UN World Public Sector Report, 2003) indicates that by 2003, over 173 countries had developed government Web sites. Additionally, many countries (including Canada, Germany, Malaysia, Norway, the UK, and the U.S.) have embarked on ambitious multi-year programs to create more citizen-centered, effective, and efficient governments (Accenture, 2004).

E-government is predicated on leveraging the capabilities and power of IT to deliver services provided by governments at local, municipal, state, and national levels. While early conceptions of e-government have largely focused on electronic service delivery as the key feature of the phenomenon, a closer examination suggests a more complex set of circumstances. Beyond service delivery, e-government offers additional channels of interaction among governments, businesses, and citizens, separately or collectively. For example, individual citizens may interact with government electronically by filing their income tax documents online. Governments in delivering services may do so directly or indirectly through intermediaries such as banks, postal outlets in private businesses, and by other means. Consequently, any e-government effort must meet the needs of a diverse set of stakeholders that operate in the political, business, or civic spheres of influence. E-government, however, is more than a technological phenomenon. Whether through deliberate choice or passive acceptance, it is transformative in nature, affecting the management of human, technological, and organizational resources and processes. Consequently, the implementation of e-government is a monumental change effort.

The drive to implement e-government has resulted in the adoption of many e-government visions and strategic agendas (Accenture, 2004). However, each vision is driven by its own unique set of social, political, and economic factors and requirements. Consequently, the mission and objectives that emanate from these e-government visions variously manifest strong focus on one or two elements. For example, the United States has placed a major focus on service delivery and on increasing cross-functional efficiencies (OMB, 2003). The South African government's e-government program is heavily weighted towards service delivery, while e-government efforts in the United Kingdom have tended to balance several strategic objectives.

A key factor driving the achievement of any e-government program is the vision of e-government, articulated and adopted by a government administration. Coupled with actual developments undertaken by the administration, the articulated vision (expressed in documents, objectives, frameworks) greatly helps to describe the e-government space. However, these efforts are not necessarily well articulated nor well coordinated. In large part, this is due to how electronic government is conceptualized. With each administration articulating its own view, it becomes difficult to identify, assess, and understand what is being accomplished under the e-government aegis. While some e-government strategic agendas focus primarily on service delivery issues, others may focus more on creating internally efficient systems and processes. Still others may adopt a more comprehensive view, incorporating issues such as constituent relationship management and e-democracy. Understanding what is meant by e-government becomes complicated

28 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/developing-generic-framework-government/4562

Related Content

Predictors of NFT Prices: An Automated Machine Learning Approach

Ilan Alon, Vanessa P. G. Bretasand Villi Katrih (2023). *Journal of Global Information Management* (pp. 1-18).

www.irma-international.org/article/predictors-of-nft-prices/317097

The Ten Commandments for Global Electronic Commerce Success in Small Business

Nabeel A.Y. Al-Qirim (2003). *Managing Globally with Information Technology* (pp. 164-176).

www.irma-international.org/chapter/ten-commandments-global-electronic-commerce/25811

Emergency: Implementing an Ambulance Despatch System

Darren Dalcher (2006). *Cases on Information Technology and Organizational Politics & Culture* (pp. 247-263).

www.irma-international.org/chapter/emergency-implementing-ambulance-despatch-system/6313

Customers' Continuance Intention Regarding Mobile Service Providers: A Status Quo Bias Perspective

Anis Khedhaouria, Roy Thurik, Calin Gurauand Eric van Heck (2016). *Journal of Global Information Management* (pp. 1-21).

www.irma-international.org/article/customers-continuance-intention-regarding-mobile-service-providers/170529

A Case Study on the Impact of Customization, Fitness, and Operational Characteristics on Enterprise-Wide System Success, User Satisfaction, and System Use

Celeste See-Pui Ng (2013). *Journal of Global Information Management* (pp. 19-41).

www.irma-international.org/article/case-study-impact-customization-fitness/73787