Chapter X
The Success Model of Evolution from Government to E–Governance

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ABSTRACT

As the world is streaming into an electronic world there are still huge communities that don't understand the evolution government into the era of e-government. Many still do not understand what is meant by e-government and e–governance. At the same time they don't understand how the actual transmission between the old government and the new e-government framework model works. This chapter develops a model to understand e-governance better and at the same time to help avoid possible problems during the period of transition from traditional government to e-government. Towards introducing the new model, we will also identify a few unique cases of e-government. As the heat of the business to consumer e-commerce (B2C) sector grows, public services are entering the frame whereby government-to-business (G2B) and government-to-citizen (G2C) services are becoming popular at local, regional, national, or even supranational level, albeit at a comparatively slower rate. Further, the concept of the traditional government model is a more conservative entity, slower to change into new initiatives, than operators in the commercial field.

INTRODUCTION

As the world is streaming into the electronic world there are still large number of communities that don't understand the revolution of traditional government into the era of E-government. The concept of the traditional government is a more conservative entity, slower to change into new initiatives, than operators in the commercial field. Due to this consideration e-government move-

ment is now building with a number of national governments taking extensive measure to engage the extreme transformation of their portfolio. In this chapter we are going to look and illustrate a transition model from the traditional government to the e-government process. The actual positive idea to develop this model is to understand e-governance better and at the same time this will avoid possible problems during the period of transition. Towards introducing the new model, we will also identify a few unique cases of e-government. In this chapter we are going to look at how "Improved public management" works and at the same time how e-government is implemented in various communities worldwide. Then we introduce the models of e-government maturity as well as the strategic alignment model of Henderson and Venkodraman (1993). Through previous readings, we explore the transition process of government to e-government and offer implications to the model introduced in the chapter. If we look at few years back there was very little literature that discussed the theme of public management (Bevir et al., 2003) and the reinvention of government that in many ways lay's the groundwork for e-government initiatives that were to follow. In the context of e-government, Osbourne and Gaebler (1992) suggested considering citizens as a customer and that the entire government service should be focused on customer's needs. But Mintzberg (1996) has come out with another powerful point challenging Osbourne and Gaebler saying that we do not need to identify the citizen as a customer because customer buy product's, clients buy services, but citizen have rights and the priority for them is more than a customer or client in the government sector. This does not however imply that the necessity to reinvent government is not there, but highlights the extent to which the nomenclature of B2C relationship parallels that of G2C relationships.

TRADITIONAL GOVERNMENT

The stereotypical image of a Government is of a slow-moving bureaucracy, unwilling or unable to change and years behind other industry sectors in its use of new technology and new business models (Accenture, 2000). In this model, citizens and businesses engage with government in many areas, creating vast amounts of paperwork – an inconvenient and confusing process. Stereotypes are by nature unspecific – there are always exceptions. Yet the image here is one that will be familiar to many citizens who do not have access to e-government.

THE OPPORTUNITIES OF E-GOVERNMENT

A public sector organization planning to adopt an e-government initiative and formulate its IT strategies must evaluate its business models and select appropriate technology solutions that deliver on central government policy. Although there are significant differences in the composition of organizations, there are a number of technologies and systems infrastructure that many organizations need to adopt in common to provide facilities for the integration of their systems in a way that enables them to build a platform for sharing their knowledge resources. For example, an E-government portal requires a common and integrated architecture framework that allows different organizations, provinces, and municipalities to share and exchange data, independent of formats, devices and underlying architecture (Sharma and Gupta, 2002). Therefore, organization must have a clear understating of architecture frameworks from both the technical and information management level. The e-government architecture defines the standards, infrastructure components, applications, technologies, business model and guidelines

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