Chapter 1.4
E–Government Concepts, Measures, and Best Practicies

Shin Young-Jin
Ministry of Government Administration and Home Affairs, Republic of Korea

Kim Seang-Tae
Sungkyunkwan University, Republic of Korea

ABSTRACT

This chapter introduces e-government theory according to the development of information communication technology (ICT), in which the importance of national informatization has been emphasized and the goal of government has been converted to a new concept: that of e-government. First, we define several national concepts based on the study of those countries and international agencies with the most advanced structures of information society, and from these concepts, we establish the general concept from the viewpoints of supply, demand, and policy. Second, we explain how international agencies (UN, Brown University, Accenture, etc.) measure e-government according to the standards and performance. Third, we explain e-government projects that have been accepted as national policies under the national informatization plans and which have been executed in each country for better public service and efficient administration. Thus we expect that the countries needing a benchmark model while developing their own e-government may adopt the concepts we propose in this chapter and may benefit from our experience to quickly embody e-government and evolve into the new paradigm that is mobile-gov, TV-gov, or ubiquitous-gov.

INTRODUCTION

According to the development of information communication technology, the importance of national informatization has been emphasized and the goal of government has been converted to a new concept, which emphasizes the accomplishment of e-government. During the last 10 years, e-government has been constructed on the basis of e-gov through m-gov/t-gov to u-gov.

In particular the scope of public services for citizens has been extended to include the provision

of online services with wired telecommunication networks (telephone, Internet, PC, etc.) and mobile and ubiquitous services with wireless telecommunication networks (Mobile, PDA, TV, DMB, etc.). Nevertheless, as the information divide deepens between advanced countries and developing countries, it remains difficult to define useful means to deliver e-government services. Therefore, developing countries need guidelines to establish e-government from the viewpoints of concepts, measures, and best practices.

First, the concepts may not be applied uniformly. Neither theoretical studies nor the interpretation of e-government concepts should be applied uniformly to both advanced and developing countries. Hence, it is necessary to establish a more general concept that is based on supply, demand, and policy, and which has benefited from being benchmarked against the concepts and viewpoints of the best countries.

Second, the information infrastructure is operating quite differently in every country, indicating that e-government needs to be measured by the existing standards and performance, not by laws and organization perspectives. Even though many international agencies (e.g., UN, Brown University, Accenture, etc.) have been developing evaluation schemes, they are not categorized sufficiently to evaluate from different viewpoints on the e-government service such as G2G (government-to-government), G2B (government-to-business), and G2C (government-to-consumer).

Third, countries that have accepted the e-government program as an element of national policy, for example, Government 24, e-Europe, e-Korea, and so forth, are executing their respective national informatization plans to construct and to progress various cooperative projects according to their own standards. In this manner this chapter provides the developing countries with an opportunity to benchmark their own e-gov in order to quickly embody e-gov.

E-government is a form of government that complies with the demands of citizens and businesses by providing high quality ICT service in real time. This chapter is concerned with the following aspects.

First, the chapter suggests the national goal of e-government based on countries that have maximized their synergetic effectiveness with complementary relations. Second, it suggests the direction of e-government toward the "maturity of information technology and demand of advanced public service." E-government service for G2G, G2B, and G2C has to raise the efficiency of public service, to encourage cooperation among organizations, to improve competitiveness, and to instigate rapid change of public service. It offers a foundation for matured standards to improve the national competitiveness for e-government in developing countries. Third, it shows how to benchmark the national infrastructure compared to that of the best countries, such as the U.S., the E.U., Hong Kong, and so forth. Finally, it should be able to progress national public service and policy and reshape the organization and function of government for the benefit of citizens and business by accomplishing the goals of e-government.

THE THEORETICAL BACKGROUND

The Origin and Viewpoint

The Origin of E-Government

E-government commenced with the administration to "electronic banking" in the story of "reengineering" through the Information Technology Report of the National Performance Review of the U.S. in early 1991. This application increased the convenience in the service sector for the use of banking services by access cards from ATM plastics in the whole country (Chung, 1998). From this inception, it was used to clear and embody the vision and strategy for e-government in the Clinton government that was instigated with the national information infrastructure and public

Related Content

Organizational Development in Electronic Government Adoption: A Process Development Perspective

Bahar Miri Movahediand Kayvan Lavassani (2011). *International Journal of Electronic Government Research (pp. 51-63).*

www.irma-international.org/article/organizational-development-electronic-government-adoption/50292

Public Authorities and the Local Information Society

T. Inkinenand J. S. Jauhiainen (2007). *Encyclopedia of Digital Government (pp. 1370-1376).*

www.irma-international.org/chapter/public-authorities-local-information-society/11683

Semantic Web Standards for Publishing and Integrating Open Data

Axel Polleresand Simon Steyskal (2014). *Handbook of Research on Advanced ICT Integration for Governance and Policy Modeling (pp. 28-47).*

www.irma-international.org/chapter/semantic-web-standards-for-publishing-and-integrating-open-data/116654

Managing Security Clearances within Government Institutions

Lech Janczewskiand Victor Portougal (2008). *Electronic Government: Concepts, Methodologies, Tools, and Applications (pp. 3115-3124).*

www.irma-international.org/chapter/managing-security-clearances-within-government/9917

A Model for Reengineering IT Job Classes in State Government

Craig P. Orgeron (2008). *Handbook of Research on Public Information Technology (pp. 735-746).*

www.irma-international.org/chapter/model-reengineering-job-classes-state/21293