Preface

The 21st century has seen science and technology being applied to the development and application of e-government in every country, whether developed or developing. *Emerging Issues and Prospects in African E-Government* is a maiden effort to throw light on the development of e-government in various parts of Africa. The book is divided into five sections: “General and Africa” (Chapters 1-4), “Eastern Africa” (Chapters 5-11), “Western Africa” (Chapter 12), “Southern Africa” (Chapters 13-17), and “Central Africa” (Chapter 18). Most of the chapters focus on Eastern Africa and Southern Africa, where there are effective laws, rules, and policies for the implementation of e-government. In this book, a number of academicians, researchers, and administrators evaluate the status and position of e-government in Africa and the related issues and challenges.

Brendan E. Asogwa, in Chapter 1, “E-Government Development in Africa: An Assessment of the Status of Sub-Regional Practice,” assesses the status of e-government practice in Africa. He identifies the most and least developed e-government states and developing sub-regions and the challenges. He observes that the Eastern African sub-region was the most developed, while the Central African sub-region was the least, and e-government development of many African states remained very much at the emerging and interactive stages.

In Chapter 2, “E-Government for Health Facilities in Africa,” Paul Macharia, Davies Kimanga, and Onesimus Kaamau are of the view that e-health is an emerging field in medicine, clinical care, and public health, where health services and information is delivered or enhanced through ICTs, including mobile phone technologies. They opine that e-health presents an opportunity to improve healthcare in sub-Saharan Africa. They are of the view that technology could address the shortage of qualified health professionals, facilitate access to care from remote locations, and scale-up healthcare services with lean staff.

In Chapter 3, “E-Voting: India and the Philippines – A Comparative Analysis for Possible Adaptation in Africa,” Surendra Thakur discusses the experiences of e-voting in India, where India demonstrated that a country with mass illiteracy and poor grid-connectivity can implement a massive e-voting system, and the Philippines, where they showed that with incredible logistical challenges and constant threat of violence an acceptable implementation is possible. He looks into how far the experiences of e-voting in India and the Philippines could be adopted in Africa with careful, qualified, and comparison gain.

Guy-Maurille Massamba, in Chapter 4, “E-Government in Public Administration in Africa: Systematic Impediments and Perspectives,” believes that the use by government agencies of such technological tools as Wide Area Networks, the Internet, and mobile computing is a means for better service delivery and citizen empowerment through access to information. This perspective also promotes such benefits as less corruption, increased transparency, and greater convenience, among others. He firmly believes
that the restructuring of sub-Saharan African socioeconomic and political settings, which includes the adjustment of public administration to global trends, will be the result of technological change.

Chapter 5, "E-Government for Rural Development in Tanzania," by Kisusu, Bahati, and Kisusu, concludes that e-government is a feasible process of enhancing good governance for poverty alleviation in rural areas. As such, policy makers are requested to put adequate strategies which can motivate the use of e-government in the whole country predominantly in rural areas. The authors note that in Tanzania, e-governance is among the efforts to promote the rural economy and suggest that obstacles hindering use of e-governance be addressed with sufficient efforts. These efforts may include encouraging energy agencies to find reliable electricity sources such as solar system in rural areas and to create agencies in rural areas for provision of ICT-related services.

Felistus Kinyanjui in Chapter 6, "E-Government in East Africa: Towards an Understanding of the Evolution of Electronic Governance in Kenya, 1990-2013," writes that since 2004 the Government of Kenya has made a shift towards automation and electronic service delivery. The profound objective of the e-government is to increase the frequent and recurring use of online services by citizens not only for obtaining information but also for interacting with the government. He addresses the policies, strategies, and institutional structures through which e-participation has been embraced in Kenya. He uses both primary and secondary data for evidence on this evolution, and the findings point out that a conducive policy environment exists and some resources, although inadequate, from the government and development partners have been devoted to the migration shift.

Chapter 7, "M-Powering: How Mobile Money (M-Pesa) Services Promote Realization of a Digital Society in the Kenyan Government," by Maake Benard Magara, Naftal Nyarangi Oino, and Fredrick Mzee Awuor, looks into M-PESA ("M" for mobile and “PESA” for money in Swahili), which is a mobile money service promoted by Safaricom (the leading mobile operator in Kenya) and adopted widely in Kenya, where it is transforming business and the lives of local people. The government has also benefited from the mobile money related transactions in the recent past, since it has integrated M-PESA with some government ministries and NGOs (Non-Governmental Organizations). This chapter shows how Mobile Money transfers (M-PESA) transactions have been a driver to realize an e-Government in Kenya through monetary controls. The authors suggest that governments should invest in telecommunication technologies and mobile networks to further utilize and exploit the use of mobile in governance. They firmly believe that the success of M-PESA should be a model for the implementation of e-governments in Kenya, third-world countries, developing nations, and other developed nations.

Fredrick Mzee Awuor, Jared Wanyonyi Khisa, and Dorothy Apondi Rambi in Chapter 8, "Delivering Equitable and Quality Education to Remote Kenya Using ICT," illustrate the need for ICT adoption to bridge the education gap in rural and urban settings. This chapter focuses on bridging a digital divide, developing digital contents, and adopting cloud computing. Moreover, this chapter highlights the need to incorporate e-gender in such a framework to meet the robust needs of the society. The authors think that if ICT is integrated in the Kenyan education system and provides the appropriate infrastructure to allow a learner access to education from the remote part of the country using a simple and affordable mobile device like an Internet-enabled phone, the digital divide can be bridged, and equitable education can be attained by all citizens regardless of their location.

Chapter nine on An Empirical Application of the DeLone and Mclean Model to Examine "An Empirical Application of the DeLeone and McLean Model to Examine Factors for E-Government Adoption in Selected Districts of Tanzania," by Mercy Mlay Komba and Patrick Ngulube, tests the model of information system success proposed by DeLone and McLean using data that was collected in three selected districts.
of Tanzania. A survey was administered to elicit factors for e-government adoption in Tanzania using DeLone and McLean model of information system success. The results of multiple linear regressions indicate that system quality significantly influenced e-government adoption in Tanzania. The authors suggest that policymakers and e-government project teams should consider system quality as a barrier to e-government adoption and find ways of ensuring easy-to-use and easy-to-learn systems in order to facilitate e-government adoption within the country. This study extends the theoretical knowledge in the area of citizens’ adoption of technology (in this case, e-government applications and services) by testing the DeLone-McLean model of information system success in the Tanzania context.

Wilson Okaka, in Chapter 10, “The Issues and Prospects for E-Governance in Eastern Africa,” discusses the issues, prospects, and challenges of e-governance in Africa with a focus on the progress of universal primary education in East Africa. It uses Uganda to showcase the need for e-governance of primary school education (UPE) in eastern Africa. The chapter concludes that there is a wide rural-urban digital gap, weak ICT infrastructures, and low awareness of the expense of quality Universal Primary Education (UPE). There is limited access to ICTs, ICT illiteracy, poor quality education, lack of e-books or ICT instructional materials to cut the costs of school administration like communication. E-governance is yet to achieve full deployment in education service delivery. Lemma Lessa, Solomon Negash, and Mesfin Belachew in “Steering E-Government Projects from Failure to Success: Using Design-Reality Gap Analysis as a Mid-Implementation Assessment Tool” used the design-reality gap analysis to propose an action plan that would help institutionalise the system, steering it from partial failure to success. The chapter demonstrates the value of the design-reality gap framework as a tool for mid-implementation analysis of e-government projects. It provides a clear understanding of past progress—both success and failure factors—and clear guidance for future action. The authors recommend its usage on other ongoing e-government projects in developing countries. The focus of this chapter is explaining and testing a methodology to help turn e-government projects from failures to successes when they are still mid-implementation. In doing that, it necessarily focuses on the problems of the project and how to address those via improvements (i.e. on the large design-reality gaps and how to close them).

Chapter 12, “Electronic Government and Rural Development in Anglophone West Africa,” by Adejuwon, notes that Anglophone West Africa has been hard hit with poverty and disease, and this has had an immense effect on the quality of social, cultural, and political lives of the people. This has made development move at a very slow pace in the last decades. However, the presence of Information and Communication Technologies (ICT) has somewhat carved out an alternative path to development. This chapter identifies the major problems facing the isolated rural communities and the problems that e-government has the potential to solve. The various operational and infrastructure problems associated with implementing e-government are discussed, along with possible solutions. The writer recommends, among others, that Anglophone West Africa must pursue a more active role in the formulation of national policies and strategies to promote the information economy to reap huge benefits in terms of economic and social growth/development. E-government is believed to play a fundamental role to this end. The chapter is an attempt to match the needs of isolated areas, e-government potential for these areas, and infrastructure needed to develop the isolated rural areas.

Chapter 13, “The Level of E-Government Implementation: Case of Malawi,” by Frank Makoza, presents an analysis for level of e-government implementation in the context of a developing country. The purpose of the study is to understand the level of e-government implementation in Malawi focusing on examining websites for government ministries and departments. Quantitative and partly qualita-
tive data is used to analyse seven websites for government ministries and departments. The results are compared with indicators for e-government implementation from international development agencies. The findings confirm that the level of e-government implementation is in the early stages of presence and interaction. In addition, the results show slow growth in e-government implementation because of limited integration of public services. The study provides insights that may be useful in improving the implementation of e-government.

Chapter 14, “E-Government in Namibia,” by Cathrine T. Nengomasha and Wilhelm E. Uutoni, discusses e-government initiatives in Namibia. The chapter provides the physical context, e-government readiness status, including the legal framework, and the implementation of e-government in Namibia. It also looks at the citizens’ awareness of e-government. Using desk research, the chapter presents indicators used in e-government readiness assessments from various studies to show the level of Namibia’s e-government adoption. A number of the indicators reflect some of the factors that hinder Namibia’s progress in e-government implementation. In Namibia’s case, some of these include the low usage of ICTs and affordability. The study concludes that Namibia is still at level one of its four-phase e-government implementation strategy. This is visible mostly through government websites. However, most of these websites are said to carry outdated information and are not user friendly. Usage of ICTs is slow. Although government is providing some services online, the physical visit and use of the telephone are still predominant.

Shawren Singh in Chapter 15, “E-Government Considerations: A Focus on South Africa,” believes that slow Internet growth, amongst other factors, has affected South Africa’s e-government development ranking. The Global e-Government Development Index outlines the state of e-Government development of UN member states. The index is a composite measurement of the capacity and willingness of member states to use e-Government for ICT-led development. The author outlines that the overall consistent trend is that South Africa is falling lower in the e-Government ranking. The author writes that in the dilemma of being able to balance the supply and demand for government services, government has looked towards modernisation, and one of the tools at their disposal has been the application of ICT to improve the efficiency and effectiveness with which government services can be delivered. Even though South Africa is investing in government ICT initiatives, it appears that the investments are not realising the expected benefits.

Avelino Mondlane, Karin Hasson, and Oliver Popov in Chapter 16, “E-Governance and Natural Hazards in Mozambique: A Challenge for Backcasting Method Used for Flood Risk Management Strategies,” write that Mozambique has developed many tools toward good governance, among which Poverty Alleviation Strategy Paper (PARPA) is an umbrella. PARPA includes different key decisive segments of society, particularly the Information and Communication Technologies (ICTs) as the pool for development. This chapter investigates to what extent e-Governance, particularly the development of strategies based on ICTs, can contribute to minimize the impact of floods at local governments by addressing best practice and decision-making process. The authors address backcasting methodology as an approach to consider in a participatory strategic planning for long-term decision-making processes. They use Chókwe District as a showcase where e-governance has an impact in mitigating and preventing the impact of floods. The authors develop this research to investigate to what extent the role of ICT is deliverable at local level, provided that Mozambique has clear policies and strategies in the field of ICT and poverty eradication.

Chapter 17, “E-Government Implementation for Internal Efficiency: Avenues and Experiences of Control at City of Cape Town, South Africa,” by Sandra Matatu and Babalwa Magoqwaana, contributes
to understanding the G2E e-government implementation experiences of workers and managers. To date, little sociological research has been done on e-government. Using labour process theory, this chapter discusses some experiences of the transformational effects of e-government. Using the experiences of staff and managers at the City of Cape Town (South Africa), this chapter extends labour process theory to understand how e-government implementation has been experienced. The e-government technologies offer methods of control that extend beyond those that existed within traditional public sector environments. The authors apply labour process theory here to add to the discussion of e-government implementation experiences within an emerging country context.

Inderjeet Singh Sodhi in Chapter 18, “E-Government in Central Africa: Issues and Challenges,” focuses on the e-government in Central Africa and tries to look into how issues and challenges have affected these countries on a wider scale. The results show that ICT policies, ICT infrastructure, Internet access, connectivity, and the digital divide are among the most common challenges to the successful implementation of e-government initiatives in central African countries. The chapter suggests that governments of the central African countries need to give attention on the development of effective e-government strategies. Only then can these countries address the emerging issues and challenges in a way that could lead to socio-economic development.

Inderjeet Singh Sodhi
St. Wilfred’s Post Graduate College- Jaipur, India