Preface

Electronic Government, or E-Government, is about harnessing the information revolution to improve the efficiency of government processes and the lives of citizens. If appropriately implemented, it promotes transparency and effectiveness of a government's processes as well as citizens’ participation (e-participation) in the affairs of the government. It aims at a citizen-centred approach to governance through the effective use of the Internet and Information and Communication Technologies (ICTs). After all, a government works for the benefit of its citizens.

E-government projects are huge undertakings that require solid commitment on the part of the political leaders as well as correct planning and availability of financial resources. It is for this reason that world governments are at different levels of e-government adoption. Advanced nations are well on the way to achieving fully integrated e-government; however, developing nations are lagging behind. Developing countries are often at the initial stages of e-government development, where they offer a portal providing “one-way” Government-to-Citizen (G2C) information via a website. However, there are some developing nations that have successfully progressed to the “interactive” and “transactional” stages of e-governments. In the case of developing countries, there are a number of additional specific issues that hinder the satisfactory adoption of e-government. These include:

- Lack of will and commitment of political leaders
- Lack of a clear vision and long term strategy
- Lack of political stability of the nation and its government
- Inadequate economic and governmental structures
- Lack of financial resources and support
- Lack of adequate regulatory and legal frameworks and procedural controls
- Lack of easy availability of ICT technologies to general public
- Lack of technical expertise – in some cases, lack of computer literacy
- Unwillingness of citizens to accept innovations and novel methodologies.

**BOOK OBJECTIVE**

This book, *E-Government Implementation and Practice in Developing Countries*, presents case studies from various developing countries to serve as a reference text. The objective is to report the progress, highlight particular issues, and present workable solutions for the benefit of other developing nations on the road to full adoption of the e-government.
Based on the practical experience gained through development of e-government projects, the case studies provide in-depth analysis to report and discuss the following:

- Approaches to adoption and implementation of e-government
- Issues and limitations with respect to e-government development
- Solutions and innovative strategies for resolution of such issues
- Use of latest technologies for e-government provision
- Users’ perspectives with respect to use of e-services
- Strategies for e-participation and e-inclusion
- Development of connected-government and m-government
- Elements of best practice and practical guidance.

The countries represented in the book include Brazil, Egypt, Iran, Jordan, Kurdistan Region of Iraq, Kyrgyzstan, Malawi, Malaysia, Mexico, Romania, Saudi Arabia, Serbia, Thailand, and Venezuela. The majority of the authors are either from educational institutions engaged in the research in the subject area of e-government or project managers and government officials in the e-government related departments in the countries presented.

**TARGET AUDIENCE**

*E-Government Implementation and Practice in Developing Countries* is a reference text that is aimed at the following groups of readers:

- University students, researchers, and practitioners in the field of e-government
- Decision makers in the EG-related departments in governments
- Project managers developing and managing e-government projects

**BOOK ORGANISATION**

*E-Government Implementation and Practice in Developing Countries* is organised in four sections with a total of 16 chapters, as follows:

- Section 1 “Enabling E-Participation and Social Inclusion” – chapters 1-4
- Section 2 “Using Technologies for C2G Interactions” – chapters 5-8
- Section 3 “Developing M-Government Services” – chapters 9-11
- Section 4 “Case Studies on Issues and Users’ Perspectives” – chapters 12-16

**CHAPTER DESCRIPTIONS**

Chapter 1 by Shareef and Johannes is on “E-Government Initiatives in Kurdistan Region of Iraq: A Citizen-Centric Approach.” It examines the e-government initiatives by the Kurdish Regional Government (KRG) and discusses the importance of citizens’ involvement in e-government developments.
The chapter investigates how citizen’s participation, or otherwise, affects the success or failure of such developments. The authors also suggest ways to encourage stakeholders’ engagement in the development process and discuss the potential for initiating e-government projects to deliver enhanced government services and increased social inclusion that embrace electronic communication media within regional governments in developing countries.

Chapter 2, titled “Enabling Democratic Local Governance through Rural E-Municipalities in Kyrgyzstan,” authored by Zamira Dzhusupova, presents a case study on rural e-municipalities in Kyrgyzstan as an enabling tool for facilitating and supporting democratic local governance, using a framework built on extensive literature review. The objective is that the findings and lessons drawn will guide policy makers and practitioners in other developing countries in designing and implementing similar initiatives. The findings aim to improve the broader understanding of the implementation and other related issues with a view to enabling democratic local governance through developing rural e-municipalities.

In Chapter 3, titled “Mining Electoral Data for Effective Campaigns and E-Participation: A Case Study in Venezuela,” proposes data mining and ranking techniques to analyze historical voting data to identify regions of the country (Venezuela) where electoral campaigns need to be more intensified. Based on the citizens’ participation patterns with respect to past electoral data in Venezuela, the authors illustrate the feasibility of the suggested approach and compare it to the results produced by a baseline independent study. The chapter provides evidence that the proposed techniques are suitable to predict the required classification.

Chapter 4 is titled “E-Participation Behavioral in E-Government in Malaysia.” In Malaysia, e-government implementation started in 1997 with the objective to achieve a fully developed set of e-services by 2020. In this chapter, the authors present the current state of e-government in Malaysia and discuss participation behaviors of its citizens towards the adoption of the available e-government provision. In this context, users’ perspectives and inherent issues are reported. The chapter also highlights and discusses various approaches that can usefully contribute to further enhancing the e-government services to be more effective, more efficient, and possibility of these being more used by the citizens.

Chapter 5, titled “Use of Web 2.0 Collaboration Technologies in Egyptian Public Universities: An Exploratory Study,” investigates the use of Web 2.0 by academic staff in public universities in Egypt. The authors make a case that adopting Web 2.0 technologies in public universities should start by assisting the faculty in their research and communication tasks. Presenting the result of a survey, the chapter reveals a reasonably high use of Web 2.0 and related technologies by faculty members in collaboration and information sharing and discusses inherent issues. It also discusses the barriers to its more effective use that appear to be due to a lack of awareness or perception of the value of such technologies.

Chapter 6 is about the use of social networking tools and technologies. Titled “Social Media in State Governments: Preliminary Results about the Use of Facebook and Twitter in Mexico,” the chapter aims to provide understanding of how state governments are using Web 2.0 and related technologies to deliver e-services to citizens. Based on the examination of 32 state websites in Mexico and an in-depth analysis of two case studies, the chapter provides preliminary results on the use of two well-known social media tools, Facebook and Twitter. The authors also present ideas about developing a more comprehensive strategy for using social media tools and applications in state governments.

Chapter 7, “ICT for Social Inclusion and Equal Opportunities: CETI-D, an E-Governance Good Practice in Brazil,” presents a Knowledge Economy-based approach to the inclusion of Persons with Disabilities (PwD) with a view to establishing a Center of Excellence for Technology and Innovation in Favor of Persons with Disabilities (CETI-D). Discussing the issue of inclusion of PwD, based on the
principles of the United Nations Convention on the Rights of PwD, the authors discuss the CETI-D initiative. In the chapter, authors suggest how ICT can represent a powerful tool for the social and economic inclusion of PwD, especially in the context of developing countries.

In Chapter 8, titled “A Case Study of Citizen-to-Government Mobile Activism in Jamaica: Protesting Violations of the Rule of Law with Smart Phones,” the authors present a case study of C2G interactions in Jamaica where mobile smart phones were used to protest a violation of the Rule of Law (ROL). The findings, based on qualitative descriptive research utilizing discourse analysis methodologies, demonstrate the effectiveness of such technologies to engage citizens and government agents. The chapter discusses the implications and looks at the possible future of protests and activism in small states in developing countries. The findings also have wider implications for newly emerging ways of achieving good governance on the part of the governments.

Chapter 9, “Mobile Government in Egypt: Opportunities and Challenges,” discusses the mobile government developments in Egypt. The chapter looks at the existing projects, analyzes inherent difficulties, presents strategies for solutions, and discusses possible opportunities for further developments. The authors emphasize the importance of good governance as a vehicle to reduce potential issues and to enhance efficiency and usability of such projects. They also advocate for more effective cooperation between the relevant authorities and government departments to avoid duplication and increase effectiveness and efficiency of m-government projects.

Chapter 10 is titled “E-Government Status and M-Government Readiness in Malawi.” It investigates the readiness of the Malawian government to engage in e-government and explores the potential of using mobile technologies. The authors present the current status of e-government in Malawi and assess the e-readiness using a theoretical framework based on Technology-Organisation-Environment and Task-Technology Fit models. Employing a survey based approach, authors conclude that e-government is not fully realized in Malawi; however, the nation is ready to embrace m-government. A secondary aim of the chapter is to provide guidance to other developing countries to assess their own mobile e-readiness.

Chapter 11, titled “Public Acceptance of M-Government Services in Developing Countries: The Case of Jordan,” presents a citizens’ perspective. It discusses the issues relating to m-government provision. Employing the Unified Theory of Acceptance and Use of Technology (UTAUT), the authors look at the issues of trust and information privacy. Results indicate that the strong predictors of citizens’ intentions to use m-government services are performance and effort expectancy, social influence, facilitating conditions, and trust. However, the results also suggest that information privacy does not appear to be a significant predictor of citizens’ intentions. The chapter also discusses the theoretical and managerial implications.

Chapter 12, titled “E-Government Development in Serbia: Challenges, Issues, and Opportunities,” provides an overview of the current state of e-Government development in Serbia, and presents important issues and challenges influencing Serbian adoption of e-Government. The authors also address other generic challenges that even the advanced nations are currently facing. Although developing countries may not currently have such issues on their agenda, these should not be ignored or neglected. It is suggested that developing nations need to be well aware of these and that such issues should be included in the developmental strategies in order to successfully overcome these when the time comes.

Chapter 13, titled “Satisfaction Levels with E-Government Services in Saudi Arabia: Users’ Perspectives,” presents a case of e-government development in Saudi Arabia, where huge amounts of money have been spent to establish e-government service. In this context, the authors discuss the financial implications of e-government projects. They survey the use of e-services and determine the citizens’
satisfaction levels with these. Based on the results, they identify the barriers and factors that can affect the use and access of e-government services by the general public and analyse the relationship between these barriers and overall satisfaction levels.

In Chapter 14, titled “E-Democracy and Trust: Social Networking and E-Government Services in Iran,” Fatemeh Ahmadi Zeleti looks at the citizens’ participation and their level of trust in the affairs of the government of Iran and suggests a distinct lacking in the appropriate establishment of Government Social Networking System (GSNS) to influence e-government expansion. The chapter presents the relevance of GSNS and government’s efforts as well as its contribution to e-government expansion. The author presents the finding of a survey of 800 citizens that concludes that very few respondents were fully familiar with e-government efforts and GSNS and that in case of democracy and trust issues, respondents appear to be positively resistive.

In Chapter 15, titled “Explaining the Underdevelopment of Rural E-Government: The Case of Romania,” the authors suggest that rural and other underdeveloped regions of a country are often neglected when it comes to implementing national policies for the development of the nation. In this chapter, authors assess the rural e-government development levels in Romania with respect to five core criteria: 1) security and protection of personal data; 2) usability of available services; 3) content and functionality of services; 4) type of services; and 5) digital democracy. The chapter presents the analysis and concludes with suggestions for future studies and practical recommendations for policy makers.

Chapter 16, titled “Thailand’s Transformation to C-Government: Core Challenges and Roadmap,” is develops the concept of connected government (c-government) and presents core challenges with respect to management and governance. They discuss a co-cultivated roadmap to accelerate c-government and a connected ASEAN community that aims to be fully integrated by 2015. The chapter proposes proactive strategies and a sustainable roadmap, starting with a SWOT analysis of the lessons learnt in order to understand the current state of e-Government. The chapter also presents a clear vision of the future and an action plan for a proactive and sustainable implementation of c-Government.

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