E-Governance in the Developing World: An Overview on Bangladesh

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ABSTRACT

E-Governance is a powerful tool for bringing change to the government process in the developing world. Mainly, e-governance operates at the cross roads between information and communication Technology (ICT) and Government Processes (GP). In order for successful implementation and maximize the impact, e-governance must be embedded and supported in the existing government processes by both politically and technically in the country. Bangladesh, as one of the countries of developing world, has been implementing various projects of installation and adaptation of e-governance with a view to ensuring the transparency and accountability of government processes since more than a decade ago. This article attempts to provide an overview on the existing state and impacts of e-governance in Bangladesh and revealed that Bangladesh has made remarkable progress over the years in the way of e-governance. However, more concentrations are needed in the country to expedite the successful implementation of initiatives for ensuring e-services.

Keywords: Bangladesh, Developing World, E-Governance, E-Services, Government Processes (GP), Information Communications and Technologies (ICTs)

INTRODUCTION

In order to promote the transparency and accountability of traditional government bureaucracies and to accelerate the system of governance through collaborative relationships among the various public agencies and organizations emphasis is now given on the wider application of ICTs (Information and Communication Technologies). Moreover, it is believed that ICTs can be very important tools to better contact and information sharing among the citizens and to increase the administrative efficiency and effectiveness (La Porte et al., 2002).

Aggarwal (2009) says that ‘e-governance’ is the further or second stage of ‘e-government’ which involves the actual citizen participation in government decision process. To him, the features of e-governance are: a) Customer-centric; b) Online real time participation; c) Improve effectiveness of e-services; d) Provides dynamic information, e) Creates accountability; f) Treats citizens as ‘customers”; g) Interacts with businesses, local communities to create

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Present government took over power in 2009 with a slogan “Digital Bangladesh” to ensure the state services closer to the citizens. Accordingly, government has been emphasizing the e-governance in all the sector of Bangladesh Public Administration. Prime Minister of Bangladesh spooked in a seminar in Tokyo, Japan that “projects are being implemented to turn the country into a digital one, she said, adding, now you can obtain information about your village or Union Parishad through internet from the web portals” (The Daily Star, 2010).

This paper is an attempt to provide an overview on the present scenario of e-governance and impacts already made by the initiatives of e-governance in Bangladesh. More specifically, this paper has paid an insight to the status of ICTs installations and applications in Public sector to understand the e-governance readiness of Bangladesh.

**METHODOLOGY**

This entire paper has been prepared using secondary sources of data from government documents, national and international published reports, books, journal articles and web resources. Thus, this paper followed qualitative methodology.

**Objective(s)**

The broader objective of this paper is to provide an overview on state and impacts of e-governance in the developing countries in general and Bangladesh in particular. The specific objective(s) are:

a. Outlining the e-governance initiatives in Bangladesh.

b. Identifying the impacts of implemented e-governance projects.

c. Identifying challenges and opportunities for future e-governance.
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