Chapter 1
An Overview of E-Government Technological Divide in Developing Countries

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ABSTRACT
This chapter presents an overview of e-Government technological divide in developing countries. Technological divide here does not consist simply of telecommunications and computer equipment (i.e. ICTs), but it is also e-Readiness (i.e. the available capacity as indicated by workforce capacity to build, deploy, and maintain ICT infrastructure), ICT literacy (using digital technology, communication tools, and/or networks appropriately to access, manage, integrate, evaluate, and create information), e-Inclusion and/or e-Exclusion (i.e. no one is left behind in enjoying the benefits of ICT), etc., which are factors also necessary in order for people to be able to use and benefit from e-Government applications. Most of the currently published works on e-Government strategies are based on successful experiences from developed countries, which may not be directly applicable to developing countries. Based on a literature review, this chapter reveals the status of e-Government technological divide in developing countries and also underscores the challenges associated with e-Government in developing countries, thus bringing to the limelight the factors that influence the growth of the technological divide and different approaches that have been put in place to overcome the divide. In conclusion, this chapter advocates education and training, local content development, enhancing network infrastructure, and capacity building, among others, as ways of bridging the divide.

INTRODUCTION
Many governments worldwide are attempting to increase accountability, transparency, and the quality of services by adopting information and communications technologies (ICTs) to revise and change the way their administrations work. Meanwhile e-Government is becoming a signifi-
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Adejuwon (2012) stated that governance has undergone important changes in the last decade or thereabout and the emergence of supra-national, inter-state, and private governance mechanisms and practices have also taken place, further challenging the traditional power of national governments (UNDP, 2005). Electronic Governance (e-Governance) is a new way to govern processes in which Information and Communication Technology (ICT) play an active and significant role. The arrival of ICT in the modern years has presented an opening for the central and state governments to change the way organizations control and leverage and value their information assets. Throughout the world, the work of government is being reshaped by two ineluctable trends (Adejuwon, 2012). The first is the movement away from centralized, vertical and hierarchical government machines towards polycentric networks of governance based upon horizontal interactions between diverse actors within complex, dynamic and multi-layered societies. Governance entails government co-governing with a range of organizations, public, private and voluntary, in what Bryson and Crosby have called a shared power, no-one in charge, interdependent world (Coleman, 2008).

Moving away from these assertions, the aim of this chapter is to discuss and analyze the key issues that have brought about e-Government technological divide and the opportunities and challenges that e-Government initiatives present for developing countries.

BACKGROUND

An important component of the factors which interface with the ability of developing nations to harness the use of IT for better and more productive governance as well as delivery of public goods and services is the issue relating to Digital Divide between countries integrating with each other in the total IT environment. This divide is not merely between countries: developed and developing, rich...