ABSTRACT

The use of Information and Communication Technologies (ICTs) plays a significant role in the economic, technological and social progression of a country. Corruption in government agencies and institutions is a serious problem in many countries in the world, especially in under-developed and developing countries. The use of ICT tools such as e-governance can help to reduce corruption. In this chapter, the authors discussed the application of e-government principles to mitigate corruption. Based on the available literature, this study identified some potential elements of e-government, which are currently practised around the world and how they are interrelated to fight against corruption. Finally, the authors present an evidence-based e-government anti-corruption framework.
INTRODUCTION AND BACKGROUND

Corruption in government agencies and institutions is a serious problem in many countries in the world, especially in under-developed and developing countries. It is a barrier that hinders the country’s economic, technological and social progression (Neupane, Soar, Vaidya, & Aryal, 2014). In under-developed and developing countries, trillions of dollars is spent on goods and services for the public welfare but can be misused because of an inappropriate and non-transparent government work and services. Reports of World Bank, United Nations (UN), Transparency International, Organisation for Economic Co-operation and Development (OECD), Asian Development Bank (ADB) and other government agencies suggest that corruption in public services is at alarming levels particularly in developing countries (Olken & Pande, 2011). Much literature has proposed that Information and communication Technology (ICT) tools such as e-government can be useful to combat corruption and increase transparency and accountability in government work and services (Aladwani, 2016; Shakya, 2012, S. Kim, Kim, & Lee, 2009). E-government uses ICTs or internet based inter-organizational information systems to improve government processes and services in a transparent and accountable way. There are various applications of ICT tools in practice around the globe that successfully connect government with citizens, and businesses.

The main purpose of this Chapter is to contribute to the existing literature about the application and use e-government application to promote public work efficiency, quality, effectiveness, transparency, accountability in government work and services to mitigate the risk of corruption. Most importantly, this chapter discusses the principles of e-government, and their applications to reduce corruption. In addition, we develop an anti-corruption framework that can help mitigate corruption in public sectors. We discuss and analyse prior research cases to support the anti-corruption framework.

The chapter is structured as follows. Firstly, it discusses e-government principles. Secondly, it presents the evidence of applications of e-government to reduce corruption. Next, we discuss the anti-corruption framework with different potential factors to reduce the misuse of public office for private gain. The discussion of the findings, conclusions and recommendation for future research is presented in the final sections.

E-GOVERNMENT PRINCIPLES

Governments across the globe have been improving service delivery in innovative and effective ways to their citizens, businesses, and governments. Many countries
A Methodology for the Development of Computer Ontologies Based Extractor Information
*Handbook of Research on E-Services in the Public Sector: E-Government Strategies and Advancements* (pp. 43-51).
www.igi-global.com/chapter/methodology-development-computer-ontologies-based/46253?camid=4v1a

ICT as the Path Beyond Bureaucracy?: The Use of ICT by Ignorance of the Citizens
www.igi-global.com/article/ict-as-the-path-beyond-bureaucracy/175849?camid=4v1a