Developing A Model for Transforming Government in the Digital Age: Local Digital Government in Australia

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ABSTRACT

This research reviews digital government development at the local level in Australia and proposes a connected digital government model that aims to transform government and to enable local governments migrate to a higher level of digital government. A framework for developing more connected and responsive digital government at the local level is of paramount importance. Connected government requires not only a user-centric focus for the development of digital services but also government business process integration and a whole of government platform. Information integration, and open government data, reusable services and connected IT architecture are essential characteristics of connected digital government. The proposed model links to third party efforts (intermediaries), which provide more effective ways of developing a more connected digital government by potentially breaking down bureaucratic barriers. As digital technology evolves, people are demanding access to government information and services via various digital channels. The proposed model adopts an integrated multichannel service delivery approach to connected digital governments.

KEYWORDS


INTRODUCTION

In the digital age, governments are using digital technologies and media to enhance delivered services and public engagement (Reddick & Anthopoulos, 2014). Governments worldwide recognise the importance of digital government. Digital government is referred as the use of information and communications technologies (ICTs) in the management and delivery of public information and services at all levels of government agencies in transformative and innovative ways. The term digital government is increasingly gaining its popularity in government and research though digital government and e-government terms are often used interchangeably. Dawes (2008, p. 86) defines e-government as ‘the use of information and communication technologies to support public services, government administration, democratic processes and relationships among citizens, civil society, the private sector and the state.’ Where e-government looks to improve existing processes through the use of technology, digital government focus on service transformation and innovation to streamline processes and enable new development government capabilities in this new digital era (OECD,
2014). Digital government projects can potentially enhance information sharing, relationship-based engagement, aggregation and reuse, and reducing the costs of back-end office operations. The UN e-government survey states ‘governments around the world are moving forward in e-government development in an effort to enhance public information and service delivery and to improve the efficiency and productivity of government processes and systems.’ (United Nations, 2008, p. 23). One of the emerging changes in structures of governance is the growth of connected governance structures. A connected government model provides an efficient and effective way of conducting government business transactions with citizens and businesses and within governments themselves. For the purposes of this study, the term ‘connected digital government’ means thinking and acting in innovative and transformative ways that tie the levels, units, and agencies of government together for common purposes. These purposes include service to citizens, business and other sectors and support for government operations. “Connected” is closely associated with “Whole of Government” and “Joined Up” government concepts (UNDESA, 2012; Government of Australia, 2004).

The Australian Commonwealth Government established a new service agenda to adopt a whole of government approach to realising responsive government in its 2006 e-government strategy (AGIMO, 2006). To move forward towards the vision of a connected and responsive government, local government plays a crucial role in key areas of service provision of particular importance to local communities. In fact, community participation at the local level is often higher than at a national level in Australia (Shackleton, Fisher & Dawson, 2006).

The study reviews digital government development at the local level in Australia and proposes a connected digital government model that aims to increase the quality of government services and improve the effectiveness and efficiencies of local government operations and develop new government capability in innovative ways through the use of digital technologies. This research attempts to provide a framework for understanding how connected digital government at the local level can help achieve this end.

BACKGROUND

While Australian e-government initiatives have received longstanding international recognition and has retained its second place ranking on the United Nation’s E-government Survey since 2014 (United Nations, 2016), Australian local government lags behind in terms of showing signs of preparedness to move into the next stage of service provision in comparison with the UK local government initiatives in e-government (McKeown, Teicher & Dow, 2004). As Sarikas and Weerakkody pointed out, ‘many local governments are lagging behind the national expectations for e-government implementation due to various political, organisational and technical challenges’ (Sarikas & Weerakkody, 2007, p. 155).

As the international research suggests, 80% of citizen to government transactions take place with local, not central government (Socitim & I&DeA, 2002). However, the government websites at the local level are typically not as well developed as those at the federal level. Edmiston (2003) conducts two surveys of 2600 municipal and county governments and finds that although the vast majority of local governments have established Web sites, very little had been done to integrate e-government into their daily affairs because of marketing, privacy and funding barriers.

Local city council’s web sites are a prominent product of e-government initiatives. Although the vast majority of the local councils in Australia maintain web sites and provide a good source of information for citizens, most of the council sites are still relatively basic. The wider benefits of G2B (government to business) and G2C (government to citizen) interactions still remain largely unrealized. The literature indicates that e-government falls short for interactions between government, business and citizens (Reddick, 2009). Few have made substantial progress in integrating e-government into their business processes (McKeown, Teicher & Dow, 2004). A survey of the state of e-government in the Australian local government sector shows only 6% of e-government initiatives focus on the inter-municipal or inter-governmental activities and more than half of the governance professionals
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