Chapter 3
Cross-Boundary Collaboration of E-Governance in Taiwan

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ABSTRACT

To bolster e-government’s chronic promotion of seamless services to all citizens, the Taiwan government will continue to focus on developing from the e-government to e-governance, which reflects the value of citizen-centric innovative service for better governance through information and communication technologies. With efforts over the past score years, the development of e-government has reached a certain limit, general public aspiration of one-stop services and swift services is still invariable. The integration and cross-boundary collaboration become the most momentous countermeasures to fulfill services from e-government to e-governance.

INTRODUCTION

There are four parts of this chapter based on Taiwan experience in the public sector which will be briefly described. The first part address the e-Government has reached a certain limits in spite of e-Government services have acquired many significant achievements, and cross-boundary collaboration is the key for next stage e-Government. Secondly, explains the theory and principles of cross boundary management and examines the link between the interdependence among agencies and cross boundary collaboration. Thirdly, elaborates the cross boundary management issues which bridge over the varied perplexity. Lastly, this chapter illustrate the e-Government cross-boundary collaboration in terms of two cases, those are Government Services Platform, and so-called “e-Housekeeper Services.”

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BACKGROUND

Taiwan has been well known for its e-Government achievements over the past two decades. Taiwan is also well-regarded as a leading e-Government benchmark in international reports and studies. For example, Brown University of the United States has ranked Taiwan at first place three times in the global-e-Government surveys from 2001 to 2008 (West, 2008). The idea and process of building e-Government in Taiwan can be traced back to 1997. E-government projects in Taiwan were initiated by the Research, Development and Evaluation Commission (RDEC) under the Executive Yuan (the Cabinet). Taiwan government had set four stages as a roadmap for developing e-Government (details described in the Figure 1), which include: infrastructure development and penetration (1998–2000), on-line services development (2001–2004), integrated/ubiquitous government (2005–2007), and intelligent government (starting 2008). Through successful implementation of e-Government projects, Taiwan has achieved fruitful results. With above-mentioned processes as infrastructure, individual application, service online of e-Government, it has already marched into the phase of integration and innovations in Internet applications so that there have been milestone breakthroughs and developments in terms of service convenience, reduction in the volume of documents and transcripts, enhancement of administrative efficiency for public business, and active disclosure and transparency of government as well as the stimulation of networking service. Consequently, those e-services that were found dispersed in various government agencies in the past have been combined to simplify service workflow and integrate systems, and the efforts have, aside from helping to continuously enhance the efficiency of government service, also focused on effectiveness as the government heads towards integrated internet service to meet citizen’s need (Sung, 2007).

THE DEVELOPMENT OF E-GOVERNMENT HAS REACHED A CERTAIN LIMIT

Taiwan has had more than 10 years experiences in developing e-Government projects since it was first introduced in 1997. To continue the ongoing implementation of e-Government, Taiwan government enacted a series of e-Government projects since 1997. Various government websites had been set up and almost all government application forms and services are available on-line. Moreover, a new master plan has been planned starting from shaping a new vision of integrated e-services after 2011. However, are those on-line services really meeting the citizen’s demand?

The aim of e-Government by using information and communication technologies (ICT) is to provide the public better information and services. To transform and improve the traditional service is a continuous concern and needs to be supervised and controlled with care. During the last decade, Taiwan government just as many other countries in the world has placed great effort and resources in building an e-Government and earned certain achievements. Various e-Government applications such as e-taxation, e-procurement, electronic document interchange and many others started with “e-“ are common in many countries. However, Taiwan government is not satisfied with what has been achieved. Obviously, the advantage of e-Government is providing fast and convenient services that save time and money. If the general public is not enjoying the benefits, the investment would not be worthy. Many citizens suggest that they would like to have more integrative services instead of visiting different government web sites for services. Then, for the next stage e-Government development, it ought to be so called “citizen-centric” (which means application developed from the standpoint of citizen). Therefore, Taiwan government need to promote the idea of using e-Government services by effectively integrating cross-agency services that meets the needs
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