Chapter VIII

A Comparative Study of Strategic Issues of Digital Government Implementations Between Developed and Developing Countries

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Abstract

Over the last decade, the Internet has become one of the most important means of communication in all social areas. The success of Web technology adoption in the private sector has put pressures on the public sector to adopt the Internet to present...
information and service resources. The concept of creating more efficient and convenient
interaction between government and the interacting parties using Internet technology
is referred to as digital government (or e-government). Recent studies have shown an
increase in the adoption of digital government by various countries. Nevertheless, the
level of implementation diverges from country to country. This study compares strategic
issues of digital government implementation between developed and developing
countries. Critical success factors for digital government implementation are discussed.
In addition, recommendations are made to developed and developing countries for
their implementation of digital government.

**Introduction**

With the Internet surging, governments at all levels are utilizing it to reinvent their
structure and efficiency, coining the term “digital government” to describe this initiative.
Bill Gates of Microsoft claims that digital government is one of the most exciting fields
in electronic commerce in the near future. The *Economist* magazine estimates that the
potential savings of implementing digital government could be as much as $110 billion
and 144 billion English pounds in the US and Europe respectively (Symonds, 2000).
Though a new subject, digital government has attracted more and more research interest
and focus from industries, national governments, and universities, such as IBM’s
Institute for Electronic Government and various “E-government Task Forces” in different
countries.

Digital government is a permanent commitment by government to improve the relation-
ship between the private citizen and the public sector through enhanced, cost-effective,
and efficient delivery of services, information, and knowledge. Broadly defined, digital
government includes the use of all information and communication technologies, from
fax machines to wireless palm pilots, to facilitate the daily administration of government,
exclusively as an Internet driven activity that improves citizens’ access to government
information, services and expertise to ensure citizens’ participation in, and satisfaction
with government process (UN and ASPA, 2001). Narrowly defined, digital government
is the production and delivery of government services through IT applications; used to
simplify and improve transactions between governments and constituents, businesses,
and other government agencies (Sprecher, 2000).

**From Traditional Government to Digital Government**

The development and implementation of digital government will have big effects on and
bring about some changes to the structure and functioning of the public administration
(Snellen, 2000). Unlike the traditional bureaucratic model where information flows only
vertically and rarely between departments, digital government links new technology with
legacy systems internally and in turn links government information infrastructures
Evidence of an Open Government Data Portal Impact on the Public Sphere

A User-Centric Evaluation of e-Government Services in the GCC Region: Case of State of Qatar
www.igi-global.com/article/a-user-centric-evaluation-of-e-government-services-in-the-gcc-region/176647?camid=4v1a