

Electronic Governance: What, Why, and How?

Liyanage, L.¹, Deshapriya, W.², De Silva, C.¹, Recogma, R.³

Introduction

The key concepts of e-governance and practices around the world encapsulate the expectations of citizens and virtues of government service delivery to achieve good governance. The key focus of governments should be to enhance the efficiency by adapting to modern technology. Internet-based advanced ICTs have broadened the focus of such intervention to add all good governance features, where e-Governance considered as the main tool for good governance. (GOSL, 2013).

What is e-Governance?

The concept of e-Governance is as "Transformation of Government to Provide Efficient, Convenient, and Transparent Services to the Citizens & Business Through Information & Communication Technologies." There is a common misconception that "e-Government is always based on the internet and its components", where telephone, fax, mobile, CCTV, tracking systems, RFID, biometrics, smartcards, non-online e-voting, TV, and radio-based delivery of public services etc. are part of e-Government. The difference between e-Government and e-Governance is that e-Government is a system where citizens are recipients with a one-way protocol while e-Governance is a functionality where citizens are participants with a both-way protocol i.e., government to citizen and vice versa.

Any e-Governance project should align with four key pillars namely people, process, technology and resources. The failure or success of a project will depend on how best the above pillars are managed within a project implementation. (Dissanayake & Dissanayake, 2013)

The e-Governance nomenclature

The e-Governance nomenclature highlights the service deliver from Government to Citizens (G2C), Government to Business (G2B) and Government-to-Government (G2G). The different levels of e-Gov services in each country ranges from the basic presence, enhanced presence, interactional, transactional, integration, and inclusion. The explanation also emphasized the importance of striking the balance between backend systems and front-end interfaces in any eGov system.

The global best practices

The global best practices for implementing e-Governance can be identified by analyzing success and failure factors in e-Government and statistics of global success rates of e-Government projects. There are many success stories from top countries in the e-Gov indexes such as Denmark, Netherlands, Australia, and Sweden. The success rates are changing at the national level, the organizational level, and the project level. The e-Government design reality gap, is mostly identified in government projects. Many countries have derived e-Government or Digital Government strategies from the national development policies or specific digital policies. Further, leading countries have given a very high policy priority to the data aspects such as open data and open government giving a very high emphasis to the openness of the governments. Many countries have begun to provide guidelines in the use of Cloud Hosting, Artificial

¹Department of Computer Science and Engineering, University of Moratuwa

²Institution of Engineering and Technology (IET)

³Sri Lanka Telecom Mobitel Plc

Corresponding Author: Dr. (Eng.) Ruwan Recogama

Sri Lanka Telecom Mobitel Plc
Email: ruwanreko@yahoo.com



© OPA. This is an Open Access article distributed under the terms of the Creative Commons Attribution License (<http://creativecommons.org/licenses/by/4.0/>), which permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited

Intelligence and Block Chain. (Weerakkody *et al.*, 2013; Withanage, 2022).

Sri Lankan experience

On success story in Sri Lanka context is integrating University Grants Commission (UGC), Department of Examination (DoE), in which all universities enroll students through GCE A/L Z-score marks. This project has enabled efficient validation of student applications in real-time and to release university selection information to potential students in a timely manner.

Conclusion

In the current context, e-Governance is important to provide faster and transparent services to the citizens with the help of technology, which need to be implemented with clear national policies.

References

- Dissanayake, S. and Dissanayake, L. (2013) Digital Public Administration and E-Government in Developing Nations: Policy and Practice, IGI Global, USA, DOI:10.4018/978-1-4666-3691-0.ch016
- GoSL (2003) Policy on E-Government, Government of Sri Lanka, May 2003
- Weerakkody, V., Dwivedi, Y.K. and Kurunananda, A. (2009), Implementing e-government in Sri Lanka: Lessons from the UK. *Inform. Techno. Dev.*, 15: 171-192. <https://doi.org/10.1002/itdj.20122>
- Withanage, U P A, Gunawardene, L. & Endagamage, DM (2022) Why the Utilization of E-Government Services is Poor? – A study with the Citizens in Colombo Municipal Council Area in Sri Lanka. *Integrated Journal for Research in Arts and Humanities* 2:4, pages7-13.