



Building Blocks of an E-Government—A Framework

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ABSTRACT

The movement toward electronic government (e-government) is rapidly advancing as nations exploit new electronic means of communication such as the Internet. The e-government transformation process can be and often is seriously hindered when initiatives are disjointed and uncoordinated by an overall strategy. Although many countries are creating e-government services, there is no documentation of an e-government framework to guide the process. Guidelines for implementation of e-government are also missing from the literature. The purpose of this paper is to conceptualize a framework that could guide the transformation process toward an e-government model. The paper also suggests various actions needed for e-government implementation.

Key Words: e-government; digital government; electronic state; online government

INTRODUCTION

E-government generally refers to the delivery of national or local government information and services via the Internet or other digital means. Electronic government, or “e-government,” is the process of transacting business between the public and government through the use of au-

tomated systems and the Internet network, more commonly referred to as the World Wide Web. E-government is defined as “online government services,” that is, any interaction one might have with any government body or agency, using the Internet (Luling, 2001). The purpose of e-government is to provide an e-portal, “a one-stop Internet gateway” to major govern-

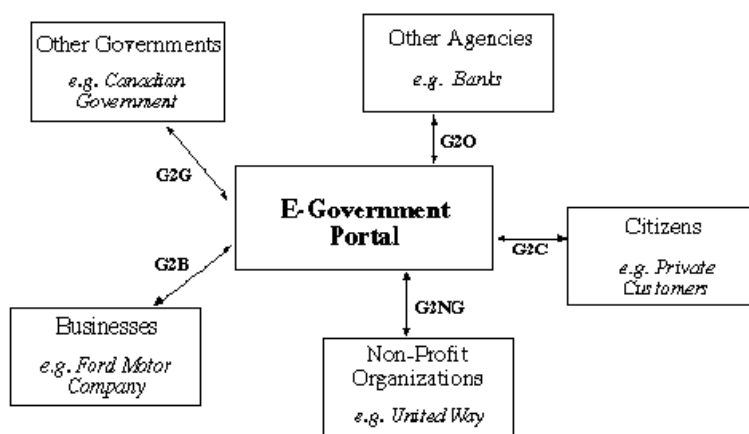
ment services by streamlining, simplification, and integration of services of various government agencies (Sharma & Gupta, 2002). Citizen demand is driving state and local governments to build new transaction capabilities for electronic government. Leading governments are rushing to catch the e-government wave by establishing Internet portals (Accenture, 2001; Miranda, 2000; Public Management, 2000).

An e-government can enhance citizens' access to government information and services, and can provide new ways to increase citizen participation in the democratic process. The e-governance initiatives can reduce costs, speed up decision-making and service delivery, and may enable innovative approaches to governance (Breen, 2000; Heeks, 2001). State and local governments are under pressure to deliver services more efficiently at lower costs and are increasingly recognizing e-commerce as an attractive option

both commercially and politically (Cottrill, 2001, World Bank/Development Gateway Conference, June 11-12, 2001).

Many governments already have Web presence, making published information available on the internet (Guadalupe, 2001). Although many federal government offices claim to offer e-government services, most of them offer static information rather than interactive, real-time government services (Mello, 2000). A few governments claim to have Web-enabled their transactional systems, allowing constituents to conduct business over the Internet (West, 2000, 2001). However, the majority of these systems are limited to a single agency and are not fully integrated with all the governmental structures and controls (West, 2000). Some governments, particularly in developed countries, have begun to integrate their Web portals, enabling different agencies and departments to share data using a one-stop approach (Accenture, 2001; West, 2001).

Figure 1: E government Portal Integration with Stakeholders to Provide G2G, G2C, G2B and G2O Services



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