
Some perspectives of Information Communication Technology (ICT) projects toward addressing the challenges of corruption-transparency-accountability at public sector

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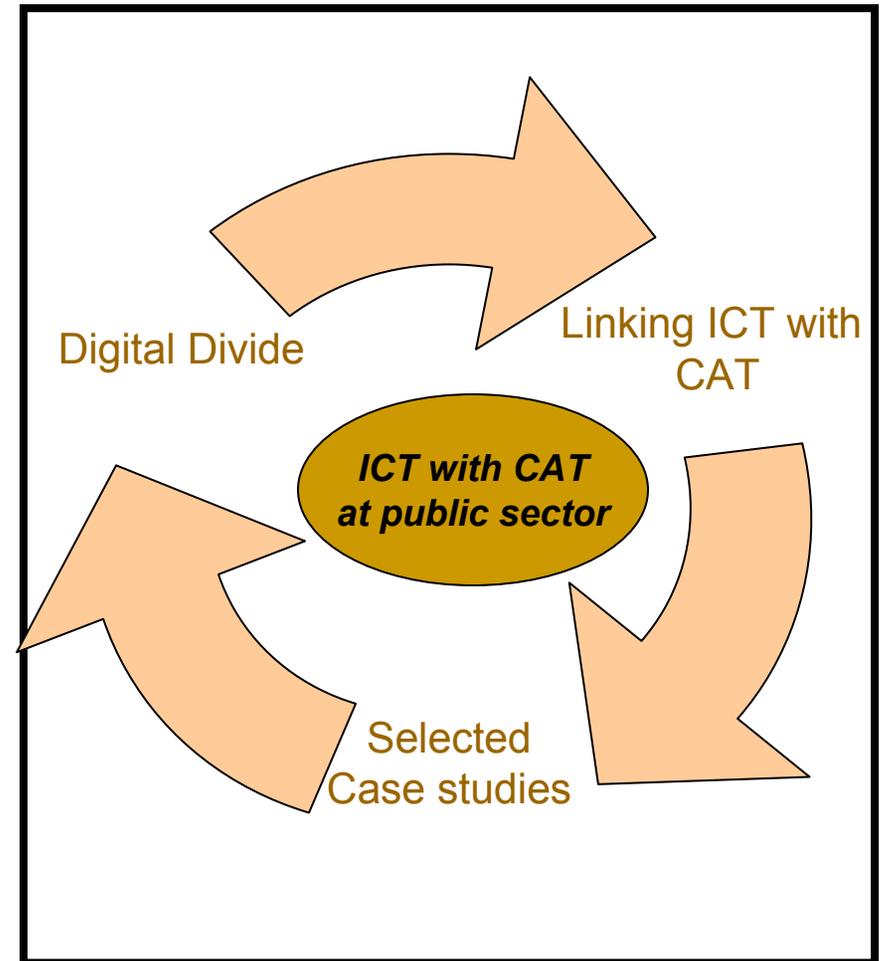
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Background and Motivation

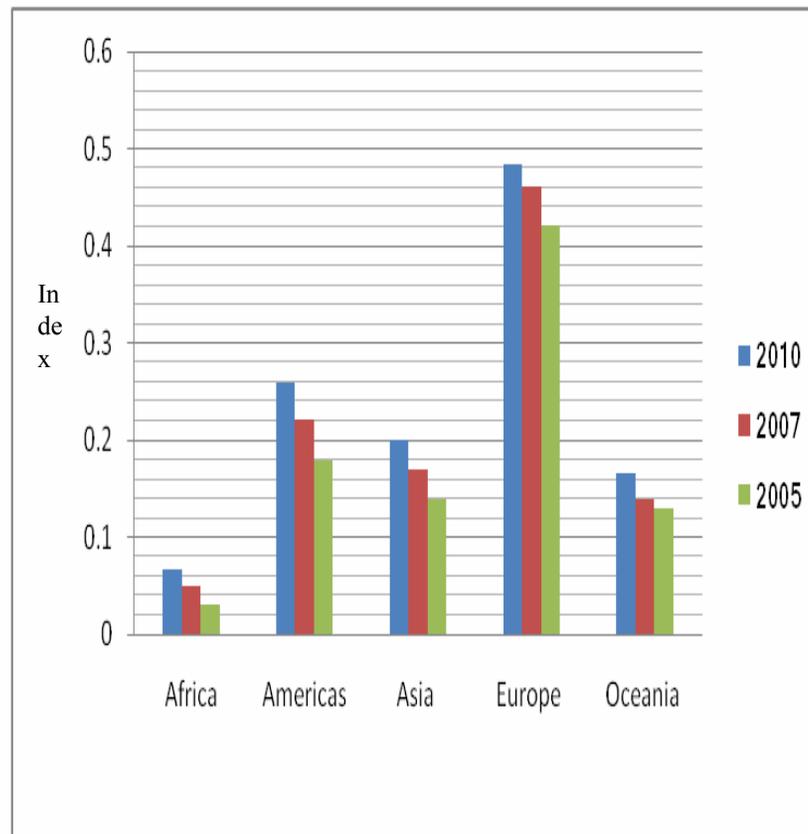
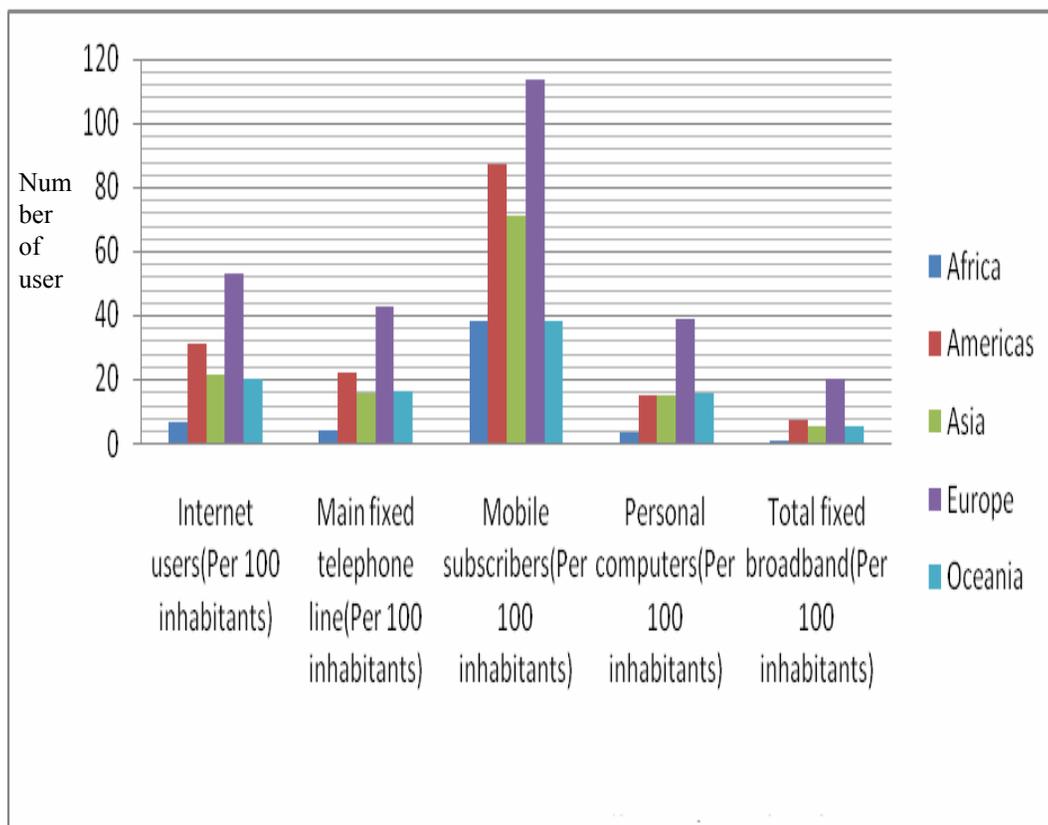
- ICT to the public sector in order to improve **capabilities and transform governmental relations** with citizens and business. For instance, Access to information and transparency are the prerequisites for democracy as well as a key tool in the fight against corruption (Gronlund and Heacock, at. el. 2010).
 - e-Government comprises such **well-known ICT applications** as the Internet, computer and telecommunication technologies (e.g., mobile phones) that are planned, designed and implemented at the public level.
 - An estimated **US\$3 trillion** was spent during the first decade of the 21st Century on government information systems (Gubbins, 2004)
 - 60 to 80% of e-government projects fail in some way (Heeks, 2006, P.3).
 - Hence, donor agencies and practitioners are making increased effort to **understand and analyse the way ICT addresses** the challenges of the Millennium Development Goal (MDG), national agendas and so on
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Research Aim

- Research aims to expose some issues – e.g., CAT: Corruption (C) Accountability (A) and Transparency (T) associated with e-government projects at the public sector level.
- To achieve our aim, we describe how ICT (e.g., e-government) and developmental research (i.e., CAT) might be integrated through an examination of some conceptual and practical perspectives.



PERSPECTIVE 01: 'Digital-Divide' – *developed vs developing nations*



Source: Adapted directly and modified from the 'Telecommunication Infrastructure Index and its components; United Nations E-Government Survey 2010, Statistical Annex A.

PERSPECTIVE 01: Cont.

- Norris (2001) has conceptualised the digital divide as
 - i) Global divide: Internet Access
 - ii) Social divide: information-rich and –poor
 - iii) Democratic divide: digital resources to engage, mobilise, and participate in public life.
 - Bridging digital divide: Universal Access to technology and information.
 - e-Government project is a catalyst for bridging digital divide.
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PERSPECTIVE 02: Linking ICT with CAT – Corruption, Accountability and Transparency.

‘ICTs should be used as an important tool for good governance’

Source: WSIS 2003, point 5, p. 38

- Reducing corruption by enhancing accountability and transparency in the public sector around the world is still at a **high level of interest by the World leaders and donor agencies, as governments and institutions** are trying to find solution to reduce them.
 - Transparency can be achieved by providing citizens with more **open and direct access to information** regarding the businesses of the citizens concerned.
 - It is argued that e-government applications can be used to make **public-sector officials and executives more accountable to the citizens**, and to make ‘strategy’ to combat against corruption.
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PERSPECTIVE 03: Selected case studies

Country	Reference	Project: Name	Outcomes/Findings
Seoul Korea	Iqbal and Seo(2008)	OPEN system established in the Seoul Municipality	It allows public to monitor applications for permits or approvals where corruption is most likely to occur, and to raise questions in the event of any irregularities are detected.
India, Karnataka	Jian Zhang and Zengtian Zhang (2009)	'Bhoomi' project for land record	The project is used to remove discretion from civil servants through on-line delivery of land records.
Russia	Åke Grönlund (2010)	Government Procurement, Dmitry Medvedev's Anti-Corruption Software	The official website of governmental procurements will automatically detect signs of corruption in the bids submitted by government agencies and state-owned enterprises.
Uganda	Johan Hellström (2010)	Uganda watch 2011	Monitoring election fraud and malpractices. An independent hotline runs by Democracy Monitoring Group.

PERSPECTIVE 03: Selected case studies (Summary of the findings)

- Strengthen Citizen-to-government communication
 - Diminishing the Digital divide
 - Facilitating prompt and better services at cheap cost
 - Enhancing Transparency in Allocation and Use of Government Fund
 - Enhancing Transparency in Government Procurement
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Framework For Future Research

- IF donor agencies, policy makers or wish to understand and/or evaluate the adoption and implementation of e-Government initiatives addressing CAT, it is necessary to approach the understanding or research from multiple perspectives

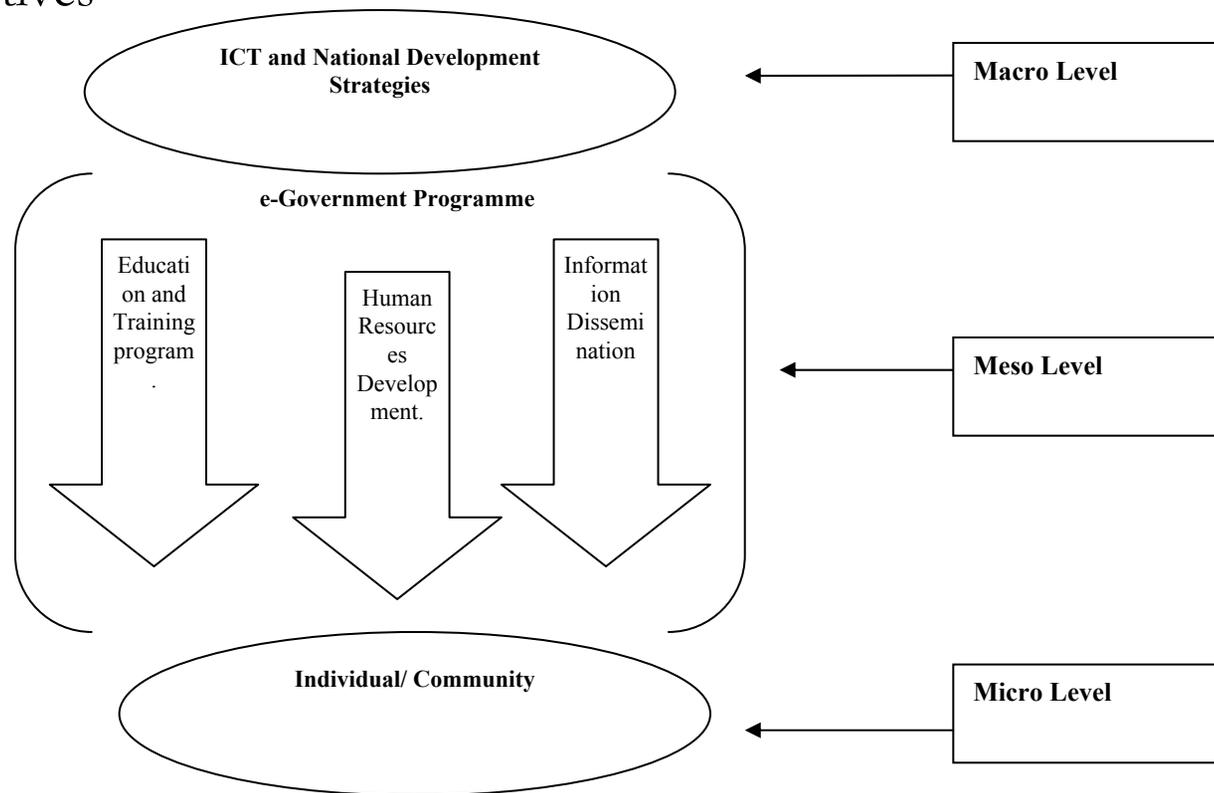


Figure01: Adoption and Implementation of ICT (e.g. e-Government) Projects

Framework For Future Research (Cont.)

- From this perspective the framework should support placing the specific intervention projects within the context of this national strategy and, in particular, answering the question: *‘How should the intervention projects contribute to **carrying forward** this national strategy?’* or
 - the mission of the body. For example, the UN/World Bank – or the aid programme within that body which provides funds for the project. *‘On what basis did the funding body decide to promote the project? What was the process by which the allocation of resources was established? What does the funding body see as the success criteria for the project?’*
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Framework For Future Research (Cont.)

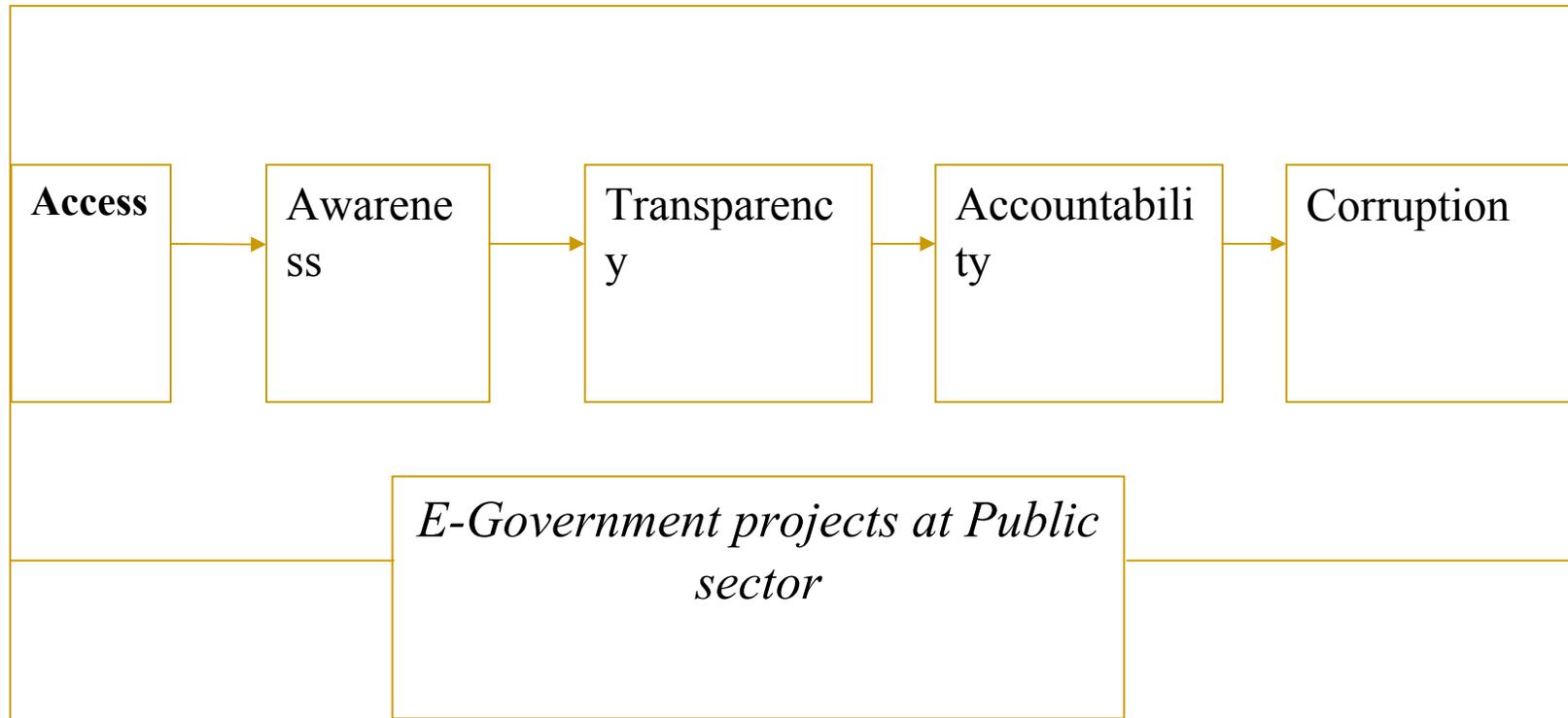


Figure 02 : Public-Citizen Response system (PCRS)

Conclusion and Future Work

The frameworks proposed in this research are on three levels —

- 1) micro, meso and macro (which is the focal study of this research) and
 - 2) alignment of e-Government project (macro/public sector/level) with Corruption, Accountability and Transparency at figure 2: Public-Citizen Response system: PCRS.
 - Three perspectives that provide the foundation of such a framework — a normative tool for academicians, practitioners or donor agencies investigating the adoption and implementation of ICT interventions in general and e-Government projects in particular.
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Conclusion and Future Work (Cont.)

- As (Kim et al., 2009) have pointed out, there are doubts whether ICT can effectively reduce corruption in reality. Therefore, for the future, one research question is, *What factors spanning macro-meso-micro levels influence the planning, development and implementation of ICT-led projects (e.g. e-Government) towards addressing the challenges of CAT, and how can they be anticipated and measured in practice at public sector?*
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THE END