

Research Article

## Comparison Of E-Governance in The Developed and The Developing Countries.

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### Abstract

E-governance is relatively a new form of Governance. In today's modern times only those countries are ruling the world who have a transparent, accountable, and fair administrative system. The transparency and accountability are the most vital and important aspect for any country across the world. The system governance always remain the main theme of interest for the political scientist. They are always in the search of finding out the best possible system of administration. The concept of E-Governance made it extreme easy for the modern states to ensure the system of accountability. Only those countries have reached to the high ranks of development who have high rank in the E-Governance. This paper will find out that what those countries who have gain extreme amount of development in their GDP and what steps they have taken for the development of E-Governance. We will also find out that why the third countries are behind in the GDP and what is their status of E-Governance in the modern times.

### Introduction

The main content and aim of this section is to recognize the main concept and also understand the services of provide by E-governance. In today's modern time there is deep effect of information and technology on the administration and governance, many modern and developed states have already adopted these modern ways of governance, the developing countries are also in the pipeline to follow the developed ones. Pakistan is also a developing country and it face the same kind of governance issues which is big hurdle in the developing process of the country, Pakistan as country want to overcome these problems. Pakistan and certain other developing countries at the present need stability and progress in their governance and for that reason they want made their governance problems sort out. At the present the entire world is after the E-governance as it is considered best form of governance, the E-governance is currently the main notion and idea of the entire world. We can considered the E-governance as a revolutionary tool which can bring a huge amount of difference in the development of a country and it is treated a very crucial and important step with in a manner of evolution toward the very end.

In order to overcome the governance issues this new system of electronic approach has been adopted and hired in a very mutual interplay and relationship of the government, the inhabitant, and also the different kind of businesses, apart from that the inner functioning of the governmental offices are also

switched to this new form of governance. The main logic and aim behind this new form of governance is to make the matter of governance simple and least complicated and difficult, it also want to enhance the capability of the governance more and want to enhance its competency.

Electronic-governance can be simply labelled as the simple delivery and conveyance of the government offering their services to the people and also keeping the record to the general public by using different electronic ways, and usually these ways and methods of the delivery of data are known as records technology or simply the “IT” (Ilyas, 2016).

Since the mid of 1990s, the Government have decided to launch this new system which man aim is to made and introduce the necessary advance technology in the field of governance and by the help of which they can manage and made the lives of citizen essay and comfortable.

It have been observe that in a very short time of five to seven years a very vast amount of change has been brought in this arena and thus it has drawn the attention of the people to this new form of governance. During 1996 the total number of the most authentic web pages in the country were 50, but a huge revolution occur in this field from 1996 to 2001 when the number of web pages reached to round about 50 thousand (Ilyas, 2016).

The survey and review conducted by the UN on the issues of E-governance critically observe and spotted the different form of government across the world, this survey was conducted in order to play a double role to make the ICT enable and also bring it in the use of administration.

### **E-governance and the world**

The concept of E-governance have a very keen and important part in the development. Today’s modern the governance approach throughout the world have changed significantly by the introduction of the E-Governance in the world. In the present times only those countries can move forward who have highly developed the concept of the E-governance. The overall development of the different countries are highly depend on their advancement in the field of E-governance.

The modern world have move toward the concept of E-Governance and the E-Administration throughout the world. The administration have always play a very vital role in the development of the country. Those countries are highly developed who have a deep advancement in the field of E-Administration. On the other hand the countries which are least developed in this E-Administration are also less developed.

The E-Citizen and the E-Services play a very vital role in the development of a state. In the modern democratic time the world is deeply aware about their legal rights and certain other information. The people want to know about each and every thing and activities that are directly or indirectly connected with the common people. Therefore the importance of the E-Citizens and the E-Services are became very much important and essential for the development.

The prime work of this is to enable and ensure the different sort of relationships and the different kind of interactions beyond the boundaries, between the public agencies, different kind of the private sector and the civil community in generic. These three above mention application and domains should be measured as overlapping and the concept of E-Government can only be found and exist in the overlapping area of these three mentioned application domains, demonstrating the complexities and heterogeneities needed to be handled for assuring its success.

### **4.4 The concept of E–Governance practices with in the Developed countries:**

**Table 4.1:** The survey of UN on E-Governance in the year of 2018:

<b>S.No</b>	<b>Name of the country</b>	<b>Index rate</b>
01	Denmark’s	0.9150
02	Australia	0.9053
03	Republic of Korea	0.9010

04	UK	0.8999
05	Sweden	0.8882
06	Finland	0.8815
07	Singapore	0.8812
08	New Zealand	0.8806
09	France	0.8790
10	Japan	0.8783

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018>

In 2018 UN conducted a survey in order to find out that which country is at the top of the list in terms of the E-Governance. They did the survey in 2018 in which Denmark was at the top of the list with the points of 0.150, and was followed by Australia with the points of 0.9053.

The republic of Korea remain at the 3<sup>rd</sup> with the points of 0.9053. Japan remain at the 10<sup>th</sup> position with the points of 0.8783. In terms of this ratio the most developed nation in the E-governance is Denmark's

**The survey of the United Nation on the E-government in the year of 2016:**

**Table 4.2:** List of top 10 most developed countries in the world.

No	Name of the country	The index rate
01	UK	0.9193
02	The Australia	0.9143
03	The Republic of Korea	0.8915
04	The Singapore	0.8828
05	The Finland	0.8817
06	The Sweden	0.8704
07	The Netherlands	0.8659
08	The New Zealand	0.8653
09	The Denmark	0.8510
10	The France	0.8456

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2016>

According to the UN survey that was conducted in the year of 2016 the United Kingdom remain at the top of the list among the most developed nations in the field of E-governance. Now if we look to the overall development of the UK it is considered one of the most developed countries in the world. Its GDP rate is high, the literacy rate is also developed and apart from that these countries are also developed in the field of technology. All these factors have a deep impact on this and thus put these countries at the top of the table.

**Table 4.3:** The survey of the UN on E-Government in the year of 2014

S.No	Name of the country	The index rate
01	Republic of Korea	0.9462
02	Australia	0.9103
03	Singapore	0.9076
04	France	0.8938
05	Netherlands	0.8897
06	Japan	0.8874
07	United States of America	0.8748
08	United Kingdom and Northern Ireland	0.8695
09	New Zealand	0.8644
10	Finland	0.844

(<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2014>)

In 2014 it was the Republic of Korea who was at the top of the merit list in the list of top ten countries according to the UN survey that was conducted by the UN, the index point of Republic Korea was 0.9462, and was followed by Australia with points of 0.9103. The position of the USA was at 6<sup>th</sup> with an index rate of 0.8748. At the bottom of the table was Finland with a point of 0.84.

**Table 4.4: United Nations survey on the E-Government Survey 2012;**

Top 10 most developed countries in the world:

S.No	Name of the country	The index rate
01	Republic of Korea	0.9283
02	Netherlands	0.9125
03	UK and Northern Ireland	0.8960
04	Denmark	0.8889
05	United States	0.8687
06	France	0.8635
07	Sweden	0.8599

08	Norway	0.8593
09	Finland	0.8505
10	Singapore	0.8474

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2012>

**Table 4.5** United Nations E-Government Survey 2010

S.No	Name of the country	The index rate
01	Republic of Korea	0.8785
02	United States of America	0.8510
03	Canada	0.8448
04	UK and Northern Ireland	0.8147
05	Netherlands	0.8097
06	Norway	0.8020
07	Denmark	0.7872
08	Australia	0.7863
09	Spain	0.7516
10	France	0.7510

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2010>

**Table 4.6:** Global E-Government Survey 2008

S.No	Name of the country	The index rate
01	Sweden	0.9157
02	Denmark	0.9134
03	Norway	0.8921
04	United States	0.8644
05	Netherlands	0.8631
06	Republic of Korea	0.8317
07	Canada	0.8172
08	Australia	0.8108
09	France	0.8038
10	United Kingdom	0.7872

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2008>

**Table 4.7: Global E-Government Development Report 2005**

S.No	Name of the country	The index rate
01	United States	0.9062
02	Denmark	0.9058
03	Sweden	0.8983
04	United Kingdom	0.8777
05	Republic of Korea	0.8727
06	Australia	0.8679
07	Singapore	0.8503
08	Canada	0.8425
09	Finland	0.8231
10	Norway	0.8228

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2006>

**Table 4.8 Global E-Government Development Report 2004**

S.No	Name of the country	The index rate
01	United Kingdom	1.0000
02	United States	0.9344
03	Canada	0.9016
04	Singapore	0.8361
05	Netherlands	0.8033
06	Mexico	0.7705
07	New Zealand	0.7705
08	Republic of Korea	0.7705
09	Denmark	0.7377
10	Australia	0.6721

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2004>

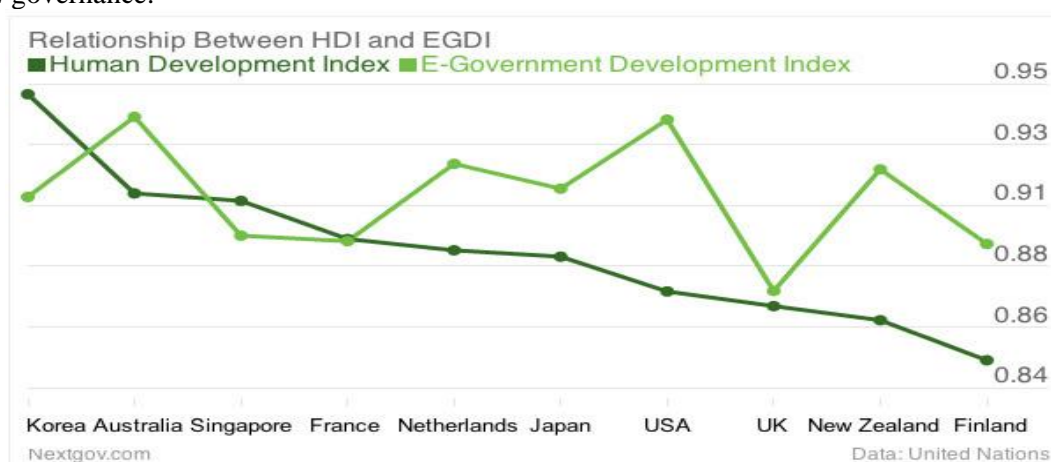
**Table 4.9 Global survey by UN ON THE E-Government in year of 2003**

S.No	Name of the country	The index rate
01	USA	0.927
02	Sweden	0.840
03	Australia	0.831
04	Denmark	0.820
05	United Kingdom	0.814
06	Canada	0.806
07	Norway	0.778
08	Switzerland	0.764
09	Germany	0.762
10	Finland	0.761

<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2003>

In the year of 2003 in the field of E-governance it was the USA which was leading the world and was at the top of the list in the survey that was conducted by UN. In this it was clearly mention and explain that all the top 10 countries who was at the top of the list were also highly developed and advance countries. All the countries of this list were either belong to America or Europe. From this list we can determines that the development and the advancement of the E-Governance are directly proportional to each other the increase in one will lead us to increase in the second one. In 2003 most of the members among the top 10 position were belong to Europe.

The advancement and the ability of the E-governance id deeply associated and related with the UN index for the Human improvement and betterment. The country which will developed in the technology and education and will have a better and vital human improvement index will have a very better capacity of E-governance.



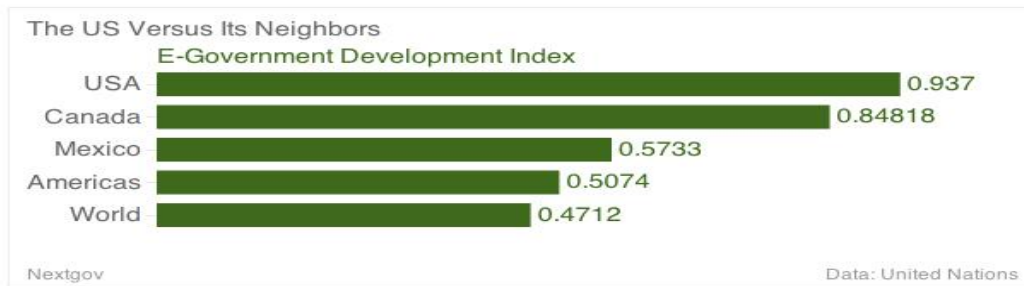
**Figure 4.1: Relation between HDI and EGDI**

If we look to the human capital index ratio for the region of north America we find out that as whole the HCL of this entire region is much better and works properly than in comparison to the HCL for rest of the other region all and also diverse sub regions; The average HCL of the two developed countries USA and Canada 0.9170, If we critically evaluate this ratio we come to conclusion that this ratio of both the countries in the region much better than rest of the countries.

The average HCL of the two countries the United States of America and the Canada are round about 0.9170 which is much higher than the rest of the world because at the same time the HCL of the rest of the states in the same region/continent was round about 0.70.

if we look to the U.S.HCL of 1/3 we find out that its figure will be 0.9390 but if we look to the rest of the worldwide HCL index we find out that to the state of Australia's its ratio and figure is 0.9978 and the figure for Ireland's is 0.9619. it is very much important to understand that what they measure when they want to find out The human capital index or HCL in short, in order to find out the HCL they measure and calculate person literateness, they calculate the number of the schools and they also

calculate the different type of technology literacy flavors that submitted by the different government online.



**Figure 4.2: Comparison of E-Governance index among US and its neighbours**

The U.S has fell two spot down and the main reason and motive behind this was that the last rating of EDGI in 2012, because of which the Japan, the Australia and the Singapore lead ad improved their position which effect the number or position of USA, as a result of this change Japan jumped and improved its position 18 places or spot form the period of 2012-2014 (Gain fortune 2014)

**Table 4.10: World E-government leaders in 2014**

Country	Region	2014 EGD I	2014 Rank	2012 Rank	Change in Rank (2012–2014)
Republic of Korea	Asia	0.9462	1	1	-
Australia	Oceania	0.9103	2	12	↑ 10
Singapore	Asia	0.9076	3	10	↑ 7
France	Europe	0.8938	4	6	↑ 2
Netherlands	Europe	0.8897	5	2	↓ 3
Japan	Asia	0.8874	6	18	↑ 12
United States of America	Americas	0.8748	7	5	↓ 2
United Kingdom	Europe	0.8695	8	3	↓ 5
New Zealand	Oceania	0.8644	9	13	↑ 4
Finland	Europe	0.8449	10	9	↓ 1
Canada	Americas	0.8418	11	11	-
Spain	Europe	0.8410	12	23	↑ 11
Norway	Europe	0.8357	13	8	↓ 5
Sweden	Europe	0.8225	14	7	↓ 7
Estonia	Europe	0.8180	15	20	↑ 5
Denmark	Europe	0.8162	16	4	↓ 12
Israel	Asia	0.8162	17	16	↓ 1
Bahrain	Asia	0.8089	18	36	↑ 18
Iceland	Europe	0.7970	19	22	↑ 3
Austria	Europe	0.7912	20	21	↑ 1
Germany	Europe	0.7864	21	17	↓ 4
Ireland	Europe	0.7810	22	34	↑ 12
Italy	Europe	0.7593	23	32	↑ 9
Luxembourg	Europe	0.7591	24	19	↓ 5
Belgium	Europe	0.7564	25	24	↓ 1
<b>Very High EGD I Average</b>		<b>0.8368</b>			
<b>World Average</b>		<b>0.4712</b>			

(Gianfortune, 26 June 2014) (<http://www.unonlinedata.com>)



### **E-Governance in developing countries:**

The potential and latent for the concept of E-Governance in the emerging and developing states, are remains mainly vacant and unfilled, and even though in the developing countries ICT is thought and supposed to propose and bid a substantial amount of potential and latent for the bearable and sustainable amount of development of the E-Government. There are Different types of human organizational, institutions and other technological factors, some issues and some glitches pertain and relate in these countries, which deeply requiring the focused studies and also some appropriate methods and approaches. The concept of ICT, in general, is referred as tool of “enabler”, but on the other side we can also take and considered it as a big challenge, hurdle and also a very huge peril and risk in itself. In the developing countries the organizations, both the public and private sectors which ignore and neglect the possible value along with the use of the ICT may suffer and hurt the essential competitive disadvantages. (Vijaykumar, 2011)

Nevertheless, it has also seen that in some developing countries the E-Governance initiatives and enterprises have flourished and succeed in the developing Countries like, e.g. India Chile and Brazil etc. The experience in these developing countries have shown that the different governments in the developing world can have the ability to exploits the benefits of ICT and the E-governance effectively, but at the same time the E-Governments in the developing countries success involves and entail certain amount of unique conditions and different kind of needs and obstacles. (Ndou, 2004).

The adaptive hurdles and different challenges of the E-Government go far beyond the scientific technology, they call for some organizational structures and different sorts of skills, the new and different forms and types of the leadership, and most importantly the transformation and alteration of the public and private partnerships (Allen et al., 2001).

It became very much important to identify and also to analyze the basic and primary issues, different amount opportunities and along with the different challenges that the E-Government faces for the developing countries. Recently a case study by the different political philosophers have conducted which clearly indicated still the developing countries faces huge amount of hurdles in the e – governance, an empirical and web based research has been carried out developing countries like (Argentina, Chile, Brazil, China, Guatemala, Colombia, India, Jamaica and The Philippines) these countries have already explore and also implemented the E-Governance in their respective countries (Allen et al., 2001).

In the different cases of these developing countries, we can observe and detect the different types of applications and also different sort of opportunities for the E-Government, such as: The administration of Tax (Jamaica, and Guatemala); the better and high services to the customers, and to the businesses and also to the stakeholders in general in developing countries like (Brazil, India); and for the transparency and for the sack of efficient business we can take the example of (the Philippines, India, and Chile). This thing is now clear like crystal and also accepted that the emergence of ICT the opportunities has increased for the development of the economics, it also increase the productive capacity for the country, and it also play a very vital role in the international affordability enhancement and improvement for the developing countries in the world. (Palvia & Sharma, 2007).

With the blessing and help of the E-Governance the range and variety of different choices and certain opportunities and chances in the developing countries are increasing and expanding. ICT is believed and considered to be a very important and powerful enabling instrument and tool used to address and entertain some of the very key and vital barricades and challenges for the entrance to the worldwide economy and also for the future growth capability and potential in various field. This new concept of E-Governance can transform and alter the old and deep-rooted challenges and also help to create and establish certain unprecedented possibilities and potential for the sack of sustainable and proper economic development and growth, just like it has done for the businesses growth and development in the industrial biosphere. ICTs offer and propose the potential and latent not just only to simply collect, to store, to process and also to diffuse enormous and vast quantities of the information material at the minimal and low cost, but also to the network, to the interact and also used for communication throughout the modern world (Crede and Mansell, 1998).

The Econometric educations and studies have found and established the evidence and proofs of a very strong and a very positive relationship between the ICT investments and also in the growth of GDP which clearly illustrating and demonstrating the importance and the status of the development for the

ICTs, both with in the field of commercial and also in the sphere public segments and sectors. For this purpose a research project, with the name of OECD (2002) which is based and founded on the national studies about the importance and about the impact and influence of the ICT on the economic growth of the countries, the studies has shown and exposed that the ICT investments are responsible and accounted for the between 0.5% and 1.3% in the total GDP growth and development as per capita or per annum over a number of different economies in the period of 1995–2000. Only In the state of Australia, the economic growth rate was 1.3% per annum for the period of 1996-2000.

Nevertheless, it is fact that the ICT represents and demonstrate a very high risk for the developing states – the risk is very much to deepen the actual digital divide and also to further regulate and also marginalize them into the sphere of proper networking revolution. Countries which are not capable of ICT and if fail to adopt and embrace the use the ICT tools and instruments for the entering to the global system and for also for the addressing of the developmental needs of the common people, these states will also suffer the pivotal and essential disadvantages in the shape of information of poverty that can further lead and widen the gap of the economic status among the people and also the concept of competitiveness. (Rahman, 2009)

Recognizing and identifying the power and significance of the ICTs, number of many developing countries, in the world assisted and helped by the international community and international organizations for the development and the growth of ICT have started building and encouraging the different kind of e-strategies and certain new initiatives regarding the E-Governance to address and understand a wide an vast range and choices of the economic, social, , infrastructural, technological, educational legal issues. *G8 on Digital Opportunities Task Force* and *UN Task Force on ICT Access (Digital Opportunity Task Force, 2002)* have evidenced E-Government as one of the priorities based on the decisive role it would play for ICT accessibility. In the recent past subsequently, the E-Government and governance initiatives and enterprise have flourished and developed in so many developing states example are, The India, the Brazil The state of Chile, the Philippines, Argentina etc., reaping and gaining the different amount of advantages and different kind of opportunities of the ICT are taken now by these developing nations mention above. Also the knowledge based economy for the purposes of collaboration, the networking, and most importantly for the better services, has increased efficiency and affectivity in the developing countries due to the introduction of E-governance. However, there are certain amount of initiatives and enterprises which have remain unsuccessful and failed. In one the most fresh and recent survey that is conducted by a renowned and famous political philosopher Heeks. According to Heek there is huge differences among the success rate of the E-Governance among the developed countries and developing countries. Heeks found in his studies that more than 1/3 of the total initiatives taken by the developing countries regarding the E-Governance are completely failures (for example we can take the example of the failure of the decision sustenance and support systems in the region of East Africa); According to Heek the further, half can be also considered not to satisfactory and can be declared partial failures and disappointment. According to Heek the example of the partial failure of the E-Government management information systems is the region of the Eastern Europe. The rate of success in the region of Eastern Europe can be taken as 1/7<sup>th</sup> (Heeks, 2003).

On the E-Government and E-Governance a benchmark and standard study was carried out by the American Society for the Public Administration (UNPA & ASPA, 2001) the basic aims and purposes of this study was to do proper categorize of the countries in the field of E-Governance. (Tripathi, & Parihar,2011). This study was carried out to determine the progress made by developed in the field of E-Governance and the role and progress of the developing countries in the field E-Governance. This study was carried out with the help of five stages scale:

These stages are describe as the following:

1. The first stage is the stage of Emerging, known as Emerging stage:
2. The second stage is known as Enhances stage;
3. The third stage is known as interactive stage:
4. The fourth stage is the Transactional stage:
5. The fifth and the last stage is seamless stage:

### **The concept and Practices of E – Governance in the countries of South Asia:**

In 2008 a Global survey was conducted of E-Governance was conducted by the United Nation, as per this survey the Pakistan stand at 131<sup>st</sup> position in the world which is not a very satisfactory position

regarding E-Governance, similarly another survey was conducted in 2010, as per this survey the position of Pakistan was 146<sup>th</sup> further go down. Collectively the entire south Asian countries remained below the average in the world, the countries that belong to the south Asian region are much below in rank as that of the rest of the world. The criteria was set by the UN under which each country will have to score out of 100 scale.

The total score that has been achieved by Pakistan was 27.55 out of 100 and similarly Maldives score much higher than Pakistan and their score was 43.92 out of 100 points. The ranking of Maldives is best in the entire South Asia and are at the top when it comes to the development of E-governance Pakistan rest at the bottom of the list. In 2014 another survey was conducted by the UN in the region according to which Pakistan was term as the bottom of the total 30 countries that was included in the survey this survey was term as 'the training most of the bottom 30 countries globally'

The introduction of E-Governance in Pakistan is relatively new, with the introduction of this new form of government shifted and transform the traditional and old ways of governance to the new and modern, electronic ways. The recent past we have seen a quick increase in the use of ICT, this new paradigm shifted the complete concept of governance in Pakistan. (Afreen, 2004).

The initiative of the E-Governance was taken in 2000, for the implementation of E-Governance the government of Pakistan took the step under the policy named as IT Policy and Action Plan 2000. This thing was not brought before August 2000.

The National E-Government Council (NEGC) widespread and prevalent the "E-Government plan and strategy for the term of five year in June 2005. It was this strategy and plan which became designed and intended to provide and enable the fundamental and main infrastructure to all kind of the government agencies. The other purposes was to layout, increase and enhance the mutual programs and agendas for all kind of government divisions. Another important purpose of this strategies and plan was to offer and provide the e-services to the common residents, and also to made and set up the rules and standards for the different e-government errands and tasks (Pak E-Government strategy, 2005). The five year Plan also enhance and increase the awareness among the common people and also draws and made the people aware about how to bring this system in their daily use and how to utilize and exploit the different e-government services and facilities. The main aim and desires behind the concept of the e-government in Pakistan and Khyber Pakhtun khwa is to boom and flourish the government performance its aim was to bring the effectiveness in the government work and also to made the thing transparent in the different walk of lives, this plan was also drawn to establish the concept of accountability in the decision making process and further to increase and improved the delivery system in order to made the people inform about their rights and also made the government accountable to the common people and to the law of the land.

keeping in mind the official report of the Pakistan Telecommunication Authority- in the year of 2010, the number of improvement was from 10% to 64.4% and this thing further grow on. The growth rate of the broadband become amazingly increased about 100% which was a great thing for the development of the E-Governance in Pakistan from the previous years of 2008-09, (Malik, 2017).

In Pakistan the information and technology ministry bring a slogan for the development of the E-Governance and also organized and planned an "E-Office forum-2014" in the country. This program was planned in May 2014 and led with the motto and slogan of "E-Governance for right Governance. The main aim and cause of this forum was to bring the awareness and knowledge about the use of the E-Governance in the country and made it understand to the people that the concept of E-Governance is best and if ones want to bring out the best form of governance in the country they must opt and go for the system of E-Governance. The government decided to make the different department sensitized about the importance of the e-Governances. This step of bringing the concept of E-Governance Just like the other provinces of Pakistan was also introduced in the province of KPK. KP implemented the system of the electronic.

### **Conclusion:**

E governance always play a very vital role in the development of the country. If we look into the development of the world best economies, we came into the conclusion that only those countries are dominating the world who have high rank in E-governance. The E-governance and development are always go parallel to each other. The E-Governance always have a very deep and great influence on the development and as well as the on the capacity of the public administration. Its role is so much important

that it can't be overvalued and overestimated even in the different government 'also in the extended citizen contribution and participation, open announcement and communiqué, accelerated amount of social inclusion and most importantly in the transparency and clarity.

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