Research Article

E-Government Towards Good Governance

Shafiz Shahrani[1], Radzali Hassan[2], Louis Adaikalam[3]

[1]Dr., International Institute of Applied Science of Swiss School of Management, Switzerland
[2]Dr., International Institute of Applied Science of Swiss School of Management, Switzerland
[3]Dr., International Institute of Applied Science of Swiss School of Management, Switzerland
Email: Sha@shapadu.com.my[1], radzali.hassan@hartagroup.my[2], louis@alphainternational.com.my[3]

Abstract

The advanced and renewable information and communications technology and its applications resulted in a new administrative reality whose manifestations were manifested in the emergence of e-government in its various forms, and the introduction of many changes and intellectual systems that were previously relied upon. In this regard, e-governance is a structure of functions and activities at the level of e-business on the one hand, and e-government business on the other, due to the strong interrelationship between them. And given that the size of the government sector constitutes a large percentage of the total economic sectors in most countries of the world, and given that the government sector is not limited to a particular category without others, but rather permeates all citizens, residents, institutions and their workers. Hence, the role of e-government emerged as an ideal means for the government to enable it to take care of the interests of the public from individuals and institutions electronically, without the need for the service applicant to move between government departments, and this requires reliance on governance mechanisms, that is, the good governance of the state to carry out effective management at the level of the state as a whole. In this paper, we will try to shed light on e-government and governance in order to highlight the role of strengthening governance in e-government.

Keywords: *E-Government, Good Governance, E-Business, Modern Technologies*

Introduction

The transactions that take place through the e-government do not specify the time and place, to reach services characterized by speed, transparency, and integrity, and this highlights the role of the state in removing all the complexities of services, activities, and events provided by the government departments and their importance to citizens, residents, and institutions, by shifting from the traditional management method to the management method [1]. Electronic through the use of modern electronic means and technologies to provide the

necessary flexibility, which leads to shortening the procedures for a limited period as well as effort and money [2].

Given the novelty of this topic, the lack of public awareness in general, and the scarcity of studies dealing with governance and e-government, the efforts of this research focused on shedding light on this aspect, and motivating specialists to conduct more applied research. Therefore, this study aimed to shed light on the issue of e-government from its various aspects and to show its importance in daily life.

The main problem that we would like to address in this research revolves around the following main question: What is the role of e-government in the public sector and what is the difference between governance and e-government? To answer this question, the study was divided into two main parts [3]. The first dealt with e-government, its characteristics, importance, and requirements. The second part is devoted to governance, the indicators of the International Governance Authority, the areas of e-government application in them, the difference between governance and e-government, e-government, and finally the new trends of e-government [4].

E-Government and Its Requirements

During this part, the concepts of e-government, their characteristics, their importance, and finally e-government requirements are addressed through the following:

2.1 The concept of e-government:

Opinions differed on defining the concept of e-government. Some define it as advanced knowledge in the development of managerial knowledge, applied technology, and professional skills. It enriches management thought with concepts related to electronic knowledge, communication, and information technologies [5].

This relationship between the management of government activities and practices and electronic data reflects evidence of improving the quality of performance and the rationality of various decisions. The e-government tools are as follows [6], [7]:

    i. Computer: a representative of the mind and the logical rules that it provides for documenting and circulating data and information.

    ii. Communication systems (Networks): It represents the neural network that provides the speed of data and information transfer between the different administrative units, institutions, and directorates.

iii. Informatics (software): representative of renewable knowledge, including highly knowledgeable programmed formulas for processing data and translating it into information.

And there are those who see e-government as a new concept that depends on the use of communication and information technology to reach the optimal use of government resources, as well as to ensure the provision of distinguished government service to citizens, companies, investors, and foreigners [8].

And there are those who believe that the government means all the governing bodies in the state, and this is the meaning that legal jurisprudence refers to when they say that the state has three elements: the government, the people, and the territory [9].

The government may mean the executive branch in its two branches, namely the head of state and the ministries, and this is the concept when it is said that the three authorities of the state are the government, parliament, and the judiciary [10].

The government may mean one of the two branches of the executive power, which is the cabinet or the ministries, and this is the meaning when it is said that the government is accountable to Parliament.

2.2 The characteristics of e-government:

It is noteworthy that the implementation of the e-Government System will provide many advantages, see Figure 1 [11], including the following [12]:

i. The speed of service performance: by replacing the computer with the traditional manual system, and this is a development in providing the service to the public, as the time required to perform the service is reduced due to the speed of information and data that flows from the computer in relation to the required service, then the procedures are completed in a specific and short time very. This is in addition to the fact that the electronic delivery of the service is subject to easier and more accurate control than that imposed on the employee in the performance of his work in the traditional management system.

ii. Reducing costs: It is noted that performing administrative work in the traditional way consumes very large amounts of papers, documents, and stationery. In addition, it must be presented to more than one employee for review and to sign what proves it, and to refer it to another employee. All this leads to an increase in the costs of performing the service due to the increase in the prices and prices of materials needed to perform the service.

iii. Abbreviating administrative procedures: Undoubtedly, the traditional administrative work that prevails now is characterized by many administrative complications, because it often requires the approval of more than one administrative body for the required work, in addition to the features that are related to the employee performing the service, who may obtain Leave or not be present at his place of work, and then the performance of the service is interrupted from day today.
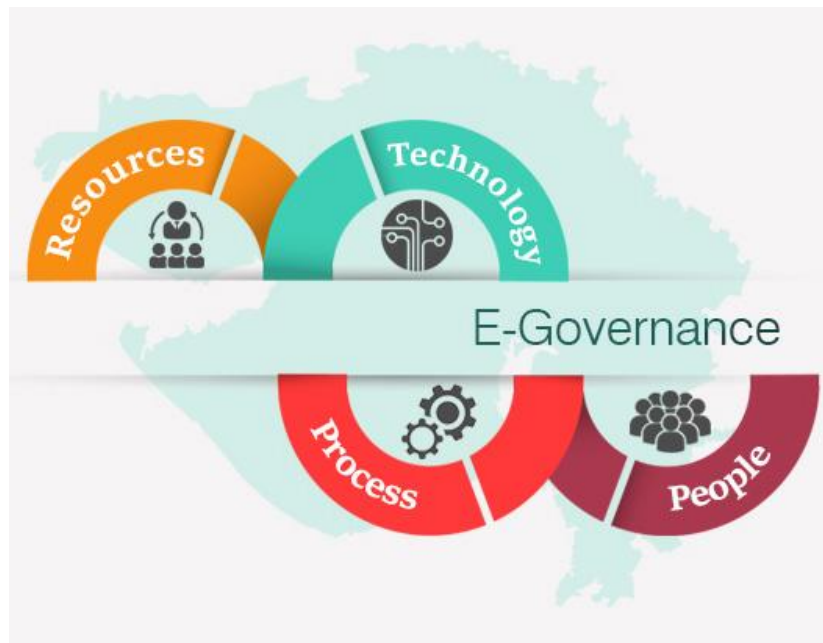

Figure 1. E-Government Characteristics

In order to eliminate this bureaucracy, the e-government path can be followed to simplify these procedures and complete them quickly and easily in order to save time, effort, and expenses, especially with regard to the work of departments and the number of employees.

2.3 E-Government Domains:

E-government business and operations are expanding to include many business sectors, including government sectors, commercial sectors, and others that serve citizens. On this basis, the services provided under the e-government banner can be divided into the following three categories [13]:

i. Citizens and companies' need for government services: These services include salaries, complaints, information, communications, electronic devices, public affairs, customer service, elections, and others.

ii. Services within the institutions: These services include research, communications, planning, policy formulation and implementation, project management, human resource management, support services, financing, and the like.

iii. Inter-institutional services: These services include project follow-up, general matters, information services, human resource management, education, training, planning, development, budgeting, integrated warehousing, and account management.

The areas of e-government, as we mentioned, are one of the most important aspects of e-government that links citizens to various civil institutions, as it facilitates the process of using modern communication technology [14]. From a department or institution that provides joint services through the use of modern communication technology, especially that the citizen's need in most cases requires reviewing several departments to implement one transaction, and since more than one department together provides service from a single point of contact without the need for the citizen to review this department as a whole.

In this context, the e-government is rushing towards adopting a cooperative and participatory approach with various sectors to confront the transformations and effects brought about by globalization and the resulting technological systems and electronic communications, all of which led to the restructuring of institutions, their management, and concepts on a large scale in the whole world [15]. Expanding the base of participation between e-government and the private sector is one of the elements of pushing e-government as a strategic partner to achieve the desired development, and if this is the case in developed countries, then developing countries are most in need of this type of transformation in the field of government destination and rehabilitation of the public sector to deal with electronic data.

2.4 Objectives of e-Government:

The objectives of e-government can be summarized as follows [16]:

i. Improving the level of services: There is no doubt that e-government and e-management ultimately aim to provide services to the public or customers in an appropriate manner and with specifications consistent with the quality of e-government for all citizens.

ii. Reducing administrative complexities: After the information and communication revolution in which humanity lives, the signs of the so-called information highway appeared, through which a person who wants to obtain certain information of whatever nature and which is not prohibited, of course, can obtain it in a few seconds through government networks e. Its components are optical fiber cables and large automatic computers.

iii. Reducing costs: If a person loses his birth certificate, for example, he resorts to the nearest civil status department to his place of residence to obtain the required statement, which may be missing due to the rupture or loss of the record or for any

reason, and the citizen requests this statement. But under the e-government work system, this data is not lost, and he can from his place of residence submit the application and obtain the certificate he desires, and comparing the cost in this case and the cost in the first case is much less than obtaining the required certificate manually. The use of e-government, working on it, and benefiting from its application leads to lower costs.

iv. Maximizing the benefit of e-government customers: People who deal with e-government achieve the highest benefit and service through the services provided by that government, and the first of these services is that there is a unified way to deal with everyone who wants to obtain the services of this government, and this is transparency. Specific procedures are stipulated in the system of this government and therefore no other customer can shorten these procedures or leave one of their stages, but everyone is equal in following these procedures.

2.5 Requirements for the success of e-government transactions:

The following were addressed [17]:

i. Requirements for the success of e-government: For the purpose of implementing e-government, a set of requirements and elements must be prepared, the most important of which are the following:

- Enable the institution to conduct its business electronically using the Internet and communicate with the public, suppliers, and others.

- Enable organizations to increase the services and goods they market and create new communication systems and relationships with customers.

- The need to ensure reliable working relationships between institutions, business owners, and consumers on the other hand.

- Preserving privacy and not threatening the Internet in one way or another, in order to ensure the public's confidence in the e-government and demand to deal with it, which requires the development of clear legislation to preserve the privacy of public and government files. In relation to determining how information is used online.

- Enable the citizen to access the website easily and conveniently, as well as create new and sufficient websites on the network.

- Update website information (online) and provide ongoing support to system users.

- Defining e-government work methods and tasks in a comprehensive and accurate manner, clarifying the implementation mechanisms in its various stages, and the appropriate infrastructure needed to implement e-government.

- Unifying and reorganizing the paths and methods of handling manual work before entering the e-government implementation phase.

- Benefit from the successful experiences achieved by others in the field of e-government and try to develop the reality.

- Continuous follow-up and evaluation of the stages of transition to e-government or checking the mechanism for dealing with the transition of the paperwork in progress during the implementation of the project to the legal form.

ii. Requirements for the success of e-government within the framework of developing countries:

The application of e-government in developing countries requires the availability of a set of requirements that contributed to the success of the e-government application project in developed countries, as follows [18]:

- The public in developed countries has a proper awareness of accepting the use of e-government.

- It provides the infrastructure necessary to establish e-government, including technology, communication networks, information transfer, and related requirements to facilitate the tasks of various government functions.

- Availability of expertise from qualified human resources to use the information.

- The possibility of linking the various state institutions with wide communication networks that serve their activities, tasks, and responsibilities towards serving the public easily.

- The flexibility of institutional structures and their suitability for the tasks and responsibilities of e-government, and the establishment of organizational units that take care of the interests of the public within the framework of e-services, and constantly strengthening them.

- Develop laws and legislation compatible with all e-government activities and activities.

Governance and E-Government

3.1 Definition of Governance:

Governance in its simple meaning is accountability, and the concept of governance has moved from politics and state management to the private sector, where it can be said that at the state level it expresses good governance [19].

Whereas, good governance in its political context is defined as the governance carried out by elected political leaders and administrative frameworks committed to developing members of society with their consent and through their participation in various political channels to contribute to improving their quality of life and well-being [20].

The development of community members is carried out through three basic dimensions that interact with each other and are closely related to the production of good governance, which are [21]:

i. The political dimension: related to the nature of political authority and the legitimacy of its representation.

ii. Technical dimension: related to the work of the public administration and its efficiency.

iii. The economic and social dimension: related to the nature of the structure of civil society and the extent of its independence from the state from one angle, and the nature of public policies in the economic and social fields and their impact on citizens in terms of poverty and quality of life from a second angle, as well as their relationship with external economies and other 4 communities from a third angle.

Perhaps the interaction between these three dimensions is clear to us that it is not possible to imagine an effective public administration without independence from the influence of politicians, just as political administration alone without an effective public administration cannot achieve achievements in public policies, and economic and social policies are not upright in the absence of participation, accountability and transparency [22]. Therefore, good governance is one that includes effective democratic governance and is based on participation, accountability, and transparency.

Also, good governance includes all institutions in society, including state agencies, civil society bodies, and the private sector. It is an exercise of power and its rights in accordance with the principle of accountability, and it is not only concerned with its current developmental effects but also includes sustainable and long-term development that extends over successive generations.

Good local governance is the use of political authority and the exercise of control over the local community, in order to achieve economic and social development See figure 2 [23]. The declaration issued by the International Union of Urban Management Conference held in Sofia in December 1996 clarifies the elements of good local governance as follows [24]:

i. Transferring the responsibility for appropriate public activities to the different local levels in accordance with the law.

ii. Financial decentralization and sufficient resources to carry out these activities at the local level.

iii. Real citizen participation in local decision-making.

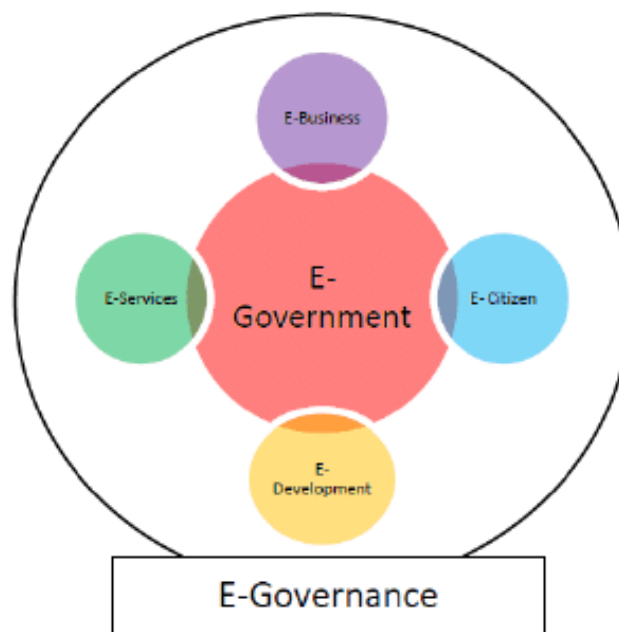iv. Creating conditions that would privatize the local economy.

Figure 2. E-Government and E-Governance

Good local governance is characterized by [25]:

i. Participation: in the sense of creating appropriate means and mechanisms for local citizens as individuals and groups, in order to contribute to decision-making processes, either directly or through elected local councils that express their interests and by facilitating local identification of issues and problems. As part of the competition for public office, citizens are able to participate in elections and choose representatives at various levels of government. Participation can also mean more

trust and acceptance of political decisions by citizens, which means more local expertise.

ii. Accountability: The decision-maker in the local authorities is subject to the accountability of citizens and other relevant parties.

iii. Legitimacy: the local citizen's acceptance of the authority of those who have the power within the community and exercise it within the framework of acceptable rules, processes, and procedures and that is based on the rule of law and justice, by providing equal opportunities for all.

iv. Efficiency and effectiveness: This reflects the technical dimension of the local system method and means the ability of local authorities to transform resources into programs, plans, and projects that meet the needs of local citizens and express their priorities while achieving better results and regulating the use of available resources.

v. - Transparency: the availability of information flow and accessibility to all parties in the local community. This would provide an opportunity to judge the effectiveness of the local machinery. As well as enhancing the ability of the local citizen to participate. The accountability of local bodies depends on the amount of information available about laws, procedures, and business results.

vi. Response: that local agencies seek to serve all concerned parties and respond to their demands, especially the poor and marginalized. The response is linked to the degree of accountability, which in turn is based on the degree of transparency and trust between local agencies and the local citizen.

The concept of government differs from the concept of government. If the government refers to the official institutions of the state under which decisions are taken within a specific administrative and legal framework, and resources are used in a manner that is subject to financial accountability, then the concept of governance includes the government in addition to other public and private bodies to achieve desired results.

3.2 The difference between governance and e-government:

Many dimensions and factors affect the definition of e-governance. The word "electronic" in the term e-governance means technology-based governance. E-governance is the use of information and communication technology to provide government services, exchange information on communications transactions, and integrate various systems and stand-alone services between government and citizens, between government and companies, and between governments and each other, as well as the operations of administrative departments and interactions within the entire government framework, and through governance Electronic

government services are provided to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens, corporations, and interest groups. There are no clear limits to e-governance.

In general, there are four basic models available: from the government to customers (citizen), from the government to employees, from the government to government, and from the government to business people.

Then difference between e-governance and e-government: Both terms are treated as having the same meaning, although there are some differences between them. "E-government" is the use of information and communication technology in public administrations, with organizational change and learning new skills to improve the performance of public services and democratic processes and enhance support for the public." In fact, ICT management likely requires a significant increase in regulation and policy-making capabilities, with all the experience and opinion-formation processes among the various social stakeholders involved. Therefore, the e-governance perspective is "the use of technology that aids in governance and needs its management".

E-governance is the future as many countries are striving towards a corruption-free government. E-government is a one-way communication protocol while e-governance is a two-way communication protocol. The essence of e-governance is to reach the beneficiaries and to ensure that the services intended to reach the desired individual are fulfilled. Therefore, there should be an automatic response system to support the essence of e-governance, through which the government realizes the effectiveness of its administrations.

The identification of the ultimate beneficiary is a real challenge in all services that focus on the citizen. This is due to the fact that statistical information published by governments and international bodies does not always publish facts. Hence, the best form of e-governance is the one that reduces the number of undesirable levels of interference in the provision of government services. This depends on good infrastructure development with support for local coordination and enduring values for governments to reach their citizens or end beneficiaries. The budget for planning, development, and growth can be reached through good use of the e-governance system.

Conclusion

We summarize from the above that e-government accommodates any electronic work performed by government authorities as public authorities or through private sector

companies and institutions in order to facilitate and remove all complications, and this is a logic imposed by the developments of scientific progress and the communications revolution in our time, which in turn imposes the need to abandon the methods The previous traditional and the use of modern electronic methods. Therefore, some to escape criticism that may be directed at e-government necessitate this governance mechanism for the good and rational management of the state at the macro level, and this, in turn, leads to achieving the public benefit for all while reducing costs, effort, and time.

In conclusion, good governance operates with clear standards that are directed towards the development of the state and the exploitation of human and material energies and capabilities in society, aiming at achieving more justice and transparency and combating all forms of fraud and corruption. In order for good governance to be able to adopt national solutions to problems in society.

And that good governance should be organizational rather than a control tool, focusing on supervision and follow-up, and leaving matters of implementation and control to lower administrative levels. And that good governance is able to deal with temporary and emergency issues, develop resources, invest and exploit them, and provide services to citizens by e-government. It also works to motivate the target groups through identifying the main issues in society and giving them a priority, then the stage of strategy formulation and implementation, and finally the stage of monitoring and evaluation.

For this, criteria must be available to measure the extent to which equality and equity are achieved, and this is one of the requirements for preparing for the administrative reform process. The extent to which it applies accountability and accountability and its adoption of transparency and the extent to which it achieves comprehensiveness and takes into account the social dimension...etc. And spreading awareness of citizens through awareness campaigns to know the dimensions of e-government, and this, in turn, leads to the promotion of good governance.

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