

Landscape of E-governance-Bangladesh Outlook

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Abstract: *Any Government needs to be modified in an across-the-board manner and in the consequence of comprehensiveness; e-governance possesses a noteworthy segment. The key objectives of this study are to provide subject on problems and prospects of e-governance and also to provide steps to set its policy for implementation. Secondary data have been used in this research. A model is suggested along with implementation strategy. G-2-G, G-2-B and G-2-C terms are used to identify different stakeholders of the government. Examples of the successful countries are drawn to compare the status of Bangladesh. In addition to its prospects, e-governance has a lot of problems.*

Keywords: *E-governance, E-performance, E-democracy, MIS*

1 Introduction

The world is changing in a vivacious manner. Each and every organization is also a subject to transform due to the world's vitality. Government, in this respect, is not an omission rather; it is the leading entity which shows the path for betterment. Government needs to be modified in a comprehensive mode and in the ramification of comprehensiveness; e-governance possesses a noteworthy portion. Most of the high context countries have been exercising e-governance for a couple of years, effusive or moderately. Bangladesh, being one of the LDCs, also needs to create, implement and monitor e-governance to uplift the present status. From the management and technological acuity, the e-governance can also be defined as Electronic State Management System based on information and communication technologies (ICT), including the Internet technology (Islam, 2005).

2 Objectives

Objectives of this study lie in the consequent effects of issues and constraints affecting the e-governance practice, and pledges recommendations for upliftment of the present scenario. Emerging objectives of this study depict the following.

1. To bring in e-governance in a wide-ranging mode.
2. To endow with issues on tribulations and projection of e-governance
3. To impart steps to set its policy for accomplishment.

3 Methodology

It is a research in eloquent manner. Secondary data have been used in this research. The researcher has carefully reviewed the relevant documents and other literatures. All through the course of study the researchers converse the issues with the intellectuals for a coherent forthcoming of the research.

4 Findings and Discussion

E-governance is a form of e-business in governance and refers to the processes and structures needed to deliver electronic services to the public, such as citizens and businesses, collaborate with business partners and to conduct electronic transactions within an organizational entity. While discussing e-governance, the term e-democracy materializes. E-democracy refers to the processes and structures that encompass all forms of electronic interactions between the government and the citizens. The term interaction stands for the delivery of government products and services, exchange of information, communication, transactions and system integration. E-governance confirms the active participation of the people in the process of establishing democracy norms in the country (Kabir, 2007). It is found that “e-governance would not only set up a bridge between different ministries by sharing information and data among themselves but also ensure transparency in government activities,” (Khandaker, 2010). It can, then, be said that the operations amid the diverse departments and organizations of government with the aid of management information system is e-governance.

Objectives:

Major intention of e-governance is to buttress and simplify governance for all concerns, namely citizens, business and last but not the least, the assorted departments of the government itself. Strategic objectives may be of two forms, viz. internal and external.

Internal objective is to smoothen processing the product (goods, services, ideas...) in a compatible manner. In the back-office, the objective of e-government in government operations is to facilitate a speedy, transparent, accountable, efficient, and effective progression for performing administrative activities. External objective of e-government is to deliver the product to the exact person in the precise manner at the accurate time. The objective is to satisfactorily accomplish the public's needs and expectations on the front-office side, by simplifying their interaction with various online services (Shamim, 2020).

Types:

G2C (Government to Citizen): deals with interface between individual citizens with the government. Examples of G2C are payment of utility bills or applying for passports through pertinent website of the e-Governance system. Good governance always stresses on participatory and democracy concepts. Citizen should not be isolated from the government. Using apposite website of the system citizen can also be interactive in diverse development processes of the government.

G2B (Government-to-Business): engrosses interaction of the business establishments with the government. These business establishments may be corporate, NGOs or other professional bodies. The example of G2B is submission of tax assessment by any business establishment to the department of Taxation of the government through the Internet.

G2G (Government-to-Government): engages interaction among government officials, whether within a government office or within different organs of the government. The example of G2G may be a request of allocation of budget by any department of the government.

Models:

A model can be drawn having the three entities under consideration, citizens, business organization and the government itself.

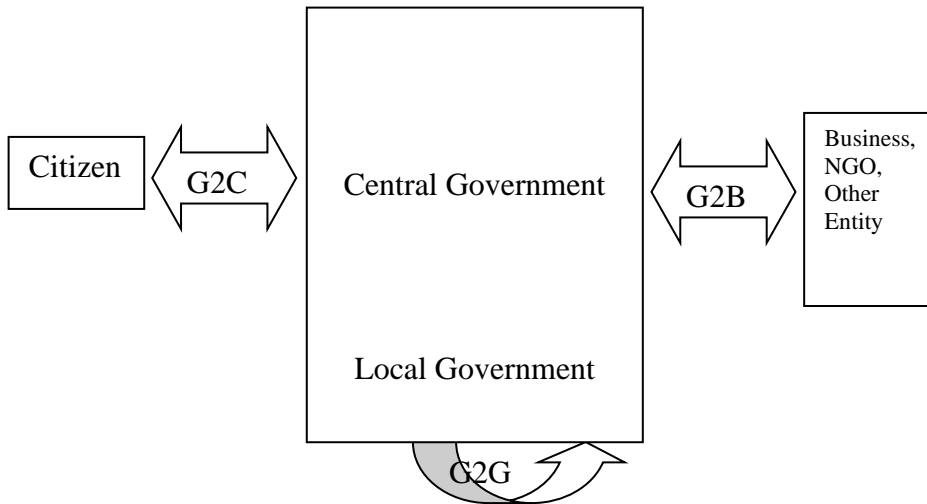


Figure 01: Model of E-governance; Source: Internet

Gartner, an international e-business research consultancy firm, has formulated a four-phase e-governance model. This model is helpful to put a project in e-governance operation. Usually, government starts with the delivery of information, but soon public demand and internal efficiency ask for more complex services. According to Gartner, e-governance will mature according the four-phase model.

Phase 1: Information

In the first phase e-governance means are being present on the web al with providing the external public with information. Internet and extranet are the means to achieve the end. Internal entities can also have the information through intranet. Press notice, consultation papers, health and safety advice, benefits, personal data, correspondence, reports etc. are the examples in this regard.

Phase 2: Interaction

Public, individually or in group, and organization, can ask questions via e-mail, use search engines for information and able to download necessary documents.

Phase 3: Transaction

Customer G2C and G2B) value increases in this phase by complete transactions. Filling income or property tax, renewal of licenses, visa, online voting etc. are the examples in this complicated phase.

Phase 4: Transformation

In the fourth phase all the information systems are integrated and the public can get G2G and G2B services at one counter which is virtual in dimension. The ultimate goal is to provide one stop solution.

5 Information System (IS) in Management of Government’s Activities

A system can be most simply defined as a group of interrelated and interacting elements forming a unified whole. In another word, system is a group of interrelated components, with a clearly defined boundary, working together toward a common goal by accepting inputs and producing outputs in an organized transformation process. The system concept becomes more useful by including two additional components, feedback and control (O’Brien and Marakas, 2005).

An information system can be any organized combination of people, hardware, software communications networks, and data resources that stores and retrieves, transforms and disseminates information in an organization. Information System can work in any entity to help management. As the state is an entity with the vast amount of diversified activities, IS certainly can aid the routine as well as the contingent activities of the government.

6 Panorama

Bangladesh like other LDCs have a good panorama in operation of e-governance. E-governance (Bangladesh Enterprise Institute, 2004) projects may not produce returns overnight. First of all, the literacy has been increasing day by day. Secondly, it is the time to be digital, according to the government itself. The knowledge and facility of technology, more than ever in the communication sector, has jumped to a higher echelon due to the connection with information high-way through submarine cable. By observing India, Gabon, South Africa and Ghana, it is very hopeful for Bangladesh to start e-governance in full fledged.

India pioneered its performance in respect of the e-governance couple of years back. India connected around 6, 00,000 villages in a hub-and-spoke formation to enable local communities to collect, access and exploit data on their livelihood assets. Another venture termed Project Bhoomi started by the Department of Revenue in Karnataka which was a major triumph in revenue sector. The empowered Committee of State Finance Minister has flagged off The National Tax Information Exchange System (TINXSYS) project across the country and that led to an accomplishment to full extent. From Railway Reservation service to community benefit, from police service to court, every promising sector has been taken under the Information System, utterly or moderately, and thus India is on its way to be one of the high context countries in the world.

The pursuit of the policy of the Gabonese government to communicate to wider spectators about its scheme in the area of forestry and the natural environment, an integrated online service system was launched. The known mechanism and protocols such as intranet, extranet, TCP/IP protocol etc. were used in his regard.

South Africa, Ghana and such non-developed and semi-developed countries have lucratively twisted and have been profitably maintaining e-system in their pledge in first-rate governance. Thus, Bangladesh can also be on its way to be a high context or at least middle context country within a very short period of time.

7 Problems

All implementation and drives of e-governance initiatives concur that the biggest confront of deploying e-governance is not the technology but change management. Change management is of the essence not only in terms of cultural change but also in terms of changing operations and processes workflow that the automated environment will introduce. Lack of Inter / Intra departmental collaboration for horizontal & vertical information sharing is another vital problem (Chaba, 2008). The current system of local governance is weak, and especially in rural areas (Bhattacharjee, S and Das, P. 2008). Geographical remoteness, lack of training, lack of trained human resource, infrastructural settings etc. are the other vital obstructions in generating and upholding e-governance. The tribulations in Bangladesh surrounding ICT are manifold: very low telephone density, high charge of internet service providers, access of insignificant number of people to internet, the present low speed and efficiency of the communication system in the country, low pace of computerization in various offices and sectors, absence of cyber laws and many things more (Islam, 2005)

Lengthy process for Legal Framework to support E-Governance (Jafor, 2009) is one of the vital challenges for flourishing e-governance.

A SWOT-analysis can be done in the light of PEST (Political, Economical, Social and Technological) aspect.

7.1 Political Aspect

Strength	Weakness	Opportunities	Threats
1. Combination with democratization reforms internet as pull factor 2. Modernization	1. Cyber Laws 2. Budgetary problems 3. Lack of technical-know-how 4. Slow decision making process 5. Hierarchy in organization	1. Reinvent government 2. Foreign donation	1. Corruption 2. Political instability 3. Misuse 4. Bureaucracy 5. Resistance to change

7.2 Economical Aspect

Strength	Weakness	Opportunities	Threats
1. External source of fund 2. Transparency in business (procurement)	1. Budgetary control 2. Investors	1. New business 2. Cost effective	1. Corruption

7.3 Social Aspect

Implementation

In this stage, e-policy or vision is formulated and short-term steps or projects are taken. A model by Andersen Consulting, 2000 is shown below to have a glance on the overall scenario.

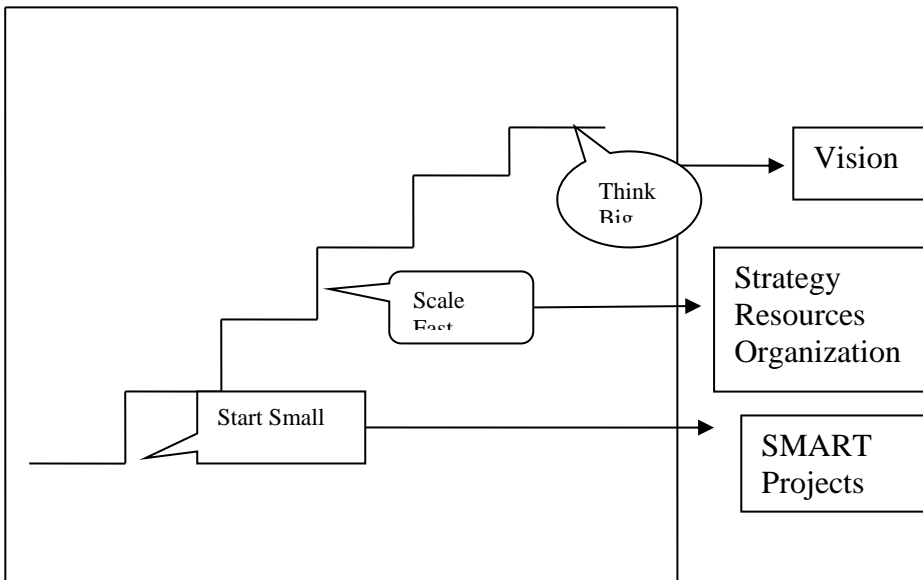


Figure 03: Implementation stage; Source: Internet

Thinking or plan is the first stage to operational the project. Mission statement, ambition level, long and short term goals and budget are the key issues involved in this stage. Starting small is essential to create instant success and keep a positive driving force. Projects should have a goal that supports the overall objectives of the e-governance. It is always prudent to start a pilot one. If the pilot project is successful then the team should proceed. In case of failure, wholly or partially, the goals and procedures should be evaluated and reset. Scaling fast is possible when the indispensable wherewithal is obtainable duly, and project is aligned with the vision. The strategy consists of plans that decipher the vision into realistic endeavor. A good strategy is crucial to keep the momentum in the reform and implementation process. A strategy may have numerous phases and each phase may consist of specific goals and related scheme.

8 Conclusion and Recommendations

Resolve where responsibilities for prevention, mitigation and preparedness planning and action should lie in the Government, non-government organizations (NGOs) and the private sector (GoB, 2010-2015). E-governance will become more and more present around the world in the next few years (Backus, 2001). Most of the high context countries have been operating e-governance and they are almost triumphant in their fields. The model shown earlier in this study does not mean that all entities have to go through all phases and all at the same time. Entities, in the western constituency, can be in phase one, two or three and the tax department can be in phase three, while the department of public works is in the phase one. It all depends on where the recompenses are the highest. Along with other low context countries, Bangladesh should budge towards e-governance in an upbeat mode. Though started its concentration on IT sector, especially by Jatio Jubo Unnayan Proshikkhon Kendraw, NYTA, Jatio Jubo Unnayan Proshikkhon Academy, different polytechnique institutes, public and private universities etc., a far way to go to reach the peak of success. Even e-governance stimulates e-commerce (Jafor, 2009). Some recommendations are drawn to elevate the state of affairs.

- Political parties should be more impartial, rationale and far-sighted in their decisions and activities because steadiness in governance is a must for e-performance.
- Bureaucrats need to be more prompt in their operations and they are also to reassure accountability and transparency tall through their carrier life.
- Government information center as well as media should be more efficient in publicize information.
- Edification should be more technology oriented. Both public as well as private universities and other allied entities should pioneer sophisticated technology based knowledge at a bargain basement priced rate.
- People should be sentient about the recompenses they will get from e-governance. Change management should be commenced and prolonged by the concerns to dilute the confrontation.
- Foreign and local abets should be properly used to endow with service to the most of the people, especially in the rural area, and particularly in the agricultural sector.
- Concern entities should keep track of best practices of e-governance around the world.

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