

Socio-Political and Economic Efficiency of E-Government

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ABSTRACT

This paper will focus on socio-political and economic efficiency of e-government. It provides the general overview of e-government, its importance, types and challenges facing these countries in managing e-government.

KEYWORDS: Internet, communicate, collaborate, Facebook, Twitter, e-government page, Paper Based System, e-procurement.

The Internet became an indispensable part of people's lives because of the significant role it plays in the way individuals interact, communicate and collaborate with each other. Also, the recent evolvments in social media (such as blogs, websites and other social networking tools like Facebook, Twitter and Googleplus) tempted governments around the world to join these sites in a try to benefit from the new way of communication and interaction provided by such tools. On the other hand, social media has become a platform that is easily accessible to anyone with Internet access which makes governments that joined these sites have the capacity to rebuild the relationship with their citizens and increase the level of citizens' engagement and participation. In order to achieve the goal of this paper, the Jordan e-government page on Facebook is taken as a case study. Several page insights indicates that there is a good level of engagement by citizens, where they interact positively with the posts published by the page through making a like, comment, share, answering a question or just see the page. The adoption of a holistic approach to e-government development can increase its impact as key enabler for public sector modernisation and efficiency. Placing e-government in the wider context of other public agendas and reform programs can help ensure the effective alignment and coherence of the various policy areas. This, in turn, can facilitate and promote the systematic monitoring and assessment of progress achieved through cross-cutting reforms and programs. Mapping and monitoring the status and results of existing initiatives, in connection with the development of new ones, is an important exercise. It allows the exploitation of synergies and creation of economies of scale, the rationalisation and prioritisation of efforts, the adoption of early corrective actions and reallocation of funds as needed; and ensures the integration and consistency of initiatives.

The commonly-used definition of e-government connotes its expected effects. E-government refers to “the use of information and communication technology and its application by the government for the provision of information and basic public services to the people,” and its four goals, among others, are of vital importance and of relevance: “efficient government management of information to the citizens”; “better service delivery to citizens”; “improved access and outreach of information”; and “empowerment of the people through participatory decision making”.

Therefore, e-government has been considered a key driver to boost government effectiveness and efficiency. Nevertheless, little research has shed light on the global impact of e-government on effectiveness and efficiency. An array of empirical studies has investigated whether e-government leads to its promised results, but the studies have rarely paid close attention to its performance in terms of effectiveness and efficiency with a cross-national view. Motivated by this paucity in the relevant research, this study raises a research question —“Does e-government maturity contribute to increasing the level of government effectiveness and efficiency across countries?”— and, to answer the question, examines the extent to which countries actualize what e-government promises for greater effectiveness and efficiency. To that end, the study employs diverse global-scale indicators.

A good government means a quality government or better performing government. The quality of government and government performance are understood through various attributes such as effectiveness and efficiency impartiality and lack of corruption, financial performance and democracy and accountability. The e-government’s ultimate objective is offering enhanced portfolio of public services in an efficient and cost-effective way to citizens. The e-government also could provide more transparency for the government because it enables the public to be informed about what government is working on and the policies which are enforced. The primary benefit would be replacing and optimizing the Paper Based System while implementing electronic government. That could save lots of time, money and also environment in return due to reducing paper consumption. The implementation of e-government could also promote better communications between government and business sectors. For example e-procurement as a subsidiary of e-government services could facilitate communication between G2G and B2B that this will allow smaller businesses to compete with bigger companies in public tenders. Hence the benefit of e-government could be creating open and transparent market and a stronger economy.

Nowadays, companies and people can get information quicker and at any moment of the day in comparison to the past. E-government and its capacity could be available to all people regardless of their place or social level. In summary, more efficiency, enhanced services to better serve citizens, better accessibility of public services, more transparency and accountability of government are the expected advantages of e-government. There are some problems which e-government could solve them more effectively that they are:

Governing is too costly and expensive: E-government has effective solutions for this problem. It could reduce the related costs and enhancing the effectiveness of spending money by government. Governing is inconvenient: E-government could improve and encourage the rate of participating and using the public services. It could also receive feedbacks from people, and enhance accountability for public servants consequently. Governments are not transparent: E-government can satisfy transparency expectations of their citizens and make better and stronger relationship with people and private sector. E-government is a common way of conducting government across the globe. More implementing of e-government means ease of use of governmental services for citizens, enhancing governmental service delivery, simplifying compliance of governmental laws for citizens, improving citizen engagement and trust in public, decreasing fraud and improving cost efficiency for the government. It could also deliver cost savings to people and companies, too. Therefore, it is not surprising that policymakers and executives in the world are looking to embrace e-government, from the most developed to the least developed ones. E-government raises the standards of living and

becomes a vital tool for governments and their citizens. E-government is not merely a symptom of the digital revolution, but generates true advantages for governments, citizens, private sector and all other stakeholders of government.

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