Factors for e-government adoption: Lessons from African countries

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The objectives of the paper

- To discuss access and use of government information as important factors for e-government adoption

- To draw lessons on e-government experiences from the leading countries in Africa, according to the United Nations e-government survey in 2010

Contents

- **E-government adoption**
- **E-government use**
- **Access to government information**
- **African experience**
- **Lessons that can be learned**

Definitions 1/2

- E-government adoption
- decision on whether or not to use the technology
- it is based on perceptions of the technology
- for example ;
  - compatibility
  - Flexibility
  - usefulness
  - ease of use

Definitions 2/2

- – perceived risk
- – trustworthiness
- – external influence
- – internet safety
- – relative advantage

E-government use

- The success of e-government depend to a great extent on how well the targeted users for such services, citizens in general, make use of them.

Access to government information 1/3

- Accessibility describes the degree to which a product (device, service, and environment) is accessible to as many people as possible

Access to government information 2/3

- The internet has changed the information behavior of people and reshaped virtually every channel of information access for example;
- newspapers
- television
- movies
- magazines
- books
- music and
- all forms of telecommunications in the past decade

Access to government information 3/3

- E-government provides access to information and services and enables citizens to contact government agencies through national, state and local website

Information and Services offered by national, state and local websites

- Ordering publications,
- Downloading publications or forms,
- Filing complaints,
- On-line databases (e.g., access to voting records of elected officials),
- User payments (e.g., pay parking tickets),
- Filing and paying state taxes,
- Fully-executable services (e.g., driver's license renewals and voter registration),
- Voting on-line, and
- State park information.

Barriers to information access through national, state and local websites 1/2

- lack of availability of computers,
- internet access
- basic electrical and telecommunications infrastructure
- ethnicity,
- income,
- age

Barriers to information access through national, state and local websites 2/2

- lack of technical skills
- lack of awareness
- education
- security
- trust
- all these are significant predictors of access to technology. Adoption of e-government is impossible without internet access .

African experience - Lessons that can be learned from selected African countries

• Africa lags behind in e-government development. This is due to the reason that most of the world's least developed countries are in this region hence lack financial and human resources to fully implement e-government.

E-government in Africa

- Tunisia leads Africa in e-government development, followed by Mauritius and Egypt

Tunisia experience 1/2

- Tunisia is amongst the first countries in Africa to;

- implement an ICT based national strategy for modernizing telecommunication infrastructure

- formulate a regulatory framework of digital economy

- enhance international cooperation in ICT and developing human resource management

Tunisia experience 2/2

- create a national digital culture which speedily improves ICT competitiveness. For example, a family PC program which increase individual usage and adoption of ICT

- generalize internet access all over the country including in rural and remote areas

- develop a plan strategy to eradicate social inequalities

Mauritius Experience 1/5

- Has the highest ICT ratings in the East African countries

- Has numerous e-government projects

- Has implemented security standards—

  - all ministries and departments have been wired and all buildings interconnected into an integrated and secure network to facilitate collaboration, information sharing and coordination of activities within the civil service

- Has high infrastructure score

Mauritius Experience 2/5

- Plans for big projects and
- Has strong emphasis on training and education to sensitize the population and to try to meet the projected shortfall in ICT professionals

Mauritius Experience 3/5

- Has e-government master plan, which charts out strategies and action plans for the short, medium and long-term phases for e-government. The aim of this master plan is to establish a roadmap towards a coherent and integrated approach to the implementation of e-government

Mauritius Experience 4/5

- Mauritius has a strong vision to make ICT the fifth pillar of the economy by increasing ICT contribution to GDP and by building collaborative ventures in the field of ICT with other countries.

Mauritius Experience 5/5

- To realize this vision, the Plan targets four strategic areas:
  - providing support to the legal, institutional and infrastructural framework related to ICT;
  - promoting e-business adoption;
  - accelerating ICT adoption in society;
  - transforming the island into an ICT expertise hub in the region,
- Local authorities are conscious of the need to adopt ICT. This is revealed in the nature of various initiatives in the municipals and district councils

Egypt experience 1/5

- has also invested heavily on ICT infrastructure and in providing affordable access to ICT services

- has reduced the cost of online services in order to influence citizens to use online services

- In order to raise public awareness of its online e-government services, the Egyptian government has been distributing information using mobile phones and other devices

Egypt experience 2/5

- Community participation and addressing citizens' demands are taken care of through the citizen-relationship management (CRM) services. Citizens can interact directly with over 10 different government entities through the national portal. The national portal is also supported by a call centre.

Egypt experience 3/5

- However, these countries are faced with the following challenges;

- the infrastructure is still a problem

- e-readiness is not sufficient for the objectives of the declared strategies to be reached.

Egypt experience 4/5

- the internet is expensive and beyond the reach of many.

- e-government services are not accepted and used by the citizen due to bureaucratic cultures.

- In addition, there is diminutive support from the local government authorities

Egypt experience 5/5

- lack of a comprehensive e-government strategy
- poor legal framework,
- digital divide

Lessons that can be learnt

- Despite the challenges outlined, these countries have shown that some e-government services can be successfully implemented.

- Overcoming the challenges will enhance the access and use of e-government information and services hence adoption of e-government in Africa.

Conclusion

- It is therefore important to look at these countries in finding a good practice in implementation of e-government and also to examine their strategies and solutions to identify what is working and what is not.

- Thank you for your attention!