Government in Developing Countries: Challenges and Opportunities

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Roadmap

- ICT and Economic Development
- Digital Divide
- E-Government
- Examples of E-Government in action
- World Bank Initiatives
- Concluding Remarks
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ICT and Economic Development

Private Sector

Empowerment

INFRASTRUCTURE

REGULATORY ENVIRONMENT

VISION

NGOs

CITIZENS

INTERNATIONAL ACTORS
(TNCs, donors…)

DOMESTIC FIRMS
ICT and Poverty Reduction

- **ICT and Economic Growth**
  - enhanced competitiveness
  - increased business opportunities
  - access to market for rural communities

- **ICT and Improved Delivery of Social Services**
  - better health/education/environmental services
  - reducing vulnerability to natural disasters

- **ICT for Greater Transparency**
  - improved efficiency on government procurement
  - reduced corruption
  - increased civil society participation

- **ICT for Empowerment of the Poor**
  - allowing the poor to better communicate their concerns
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Digital Divide

The Income Divide

User distribution, by income group, 2001

Source: ITU World Telecommunication Indicators Database
Telecoms and Internet
the cost of being connected

Monthly internet access charge as a percent of monthly average income

- Nepal: 278%
- Bangladesh: 191%
- Bhutan: 80%
- Sri Lanka: 60%
- United States: 1.20%
- Denmark: 0.135%

Broadband Penetration
OECD - June 2002

Source: OECD, December 2002
Online Languages in 2003

Online Language Populations, March 2003

- Today 35.2% of the world’s online population are native English speakers, compared to 40.2% in March 2002.
- 11.9% native Chinese speakers, 10.3% native Japanese speakers, 8.1% native Spanish speakers, and 6.5% native German speakers. (Global Reach, March 2003)

Online Content by Languages in 2002

- 68.4% of online content is in English, followed by 5.9% in Japanese, 5.8% in German, 3.9% in Chinese, 3% in French and 2.4% in Spanish. (Vilaweb.com, as quoted by eMarketer)
The good news...

Source: Human Development Report, 2001
Significant Opportunities for Development

- **Education**
  - Basic
  - Higher
  - Professional

- **Government**
  - Electronic payments systems
  - Electronic government (tax, customs)
  - Land titling, registries
  - Access to information, democratization

- **Less isolation in remote and poor areas**
  - Community communication centers
  - Wireless technologies

- **Health**
  - Preventive health care
  - Curative health care

- **Information Holds Major Opportunities For Development**

- **Financial sector**
  - International payment systems
  - Bulk and high value transaction systems

- **Environmental and natural resource management**
  - Teledetection
  - Computerized databases
  - Ecologically-balanced agricultural management

- **Business connectivity**
  - Access to international information for small and large business
  - Logistic support; e-com
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E-Government Definitions

- Online government services delivery

- “A way of organizing public management in order to increase efficiency, transparency, accessibility and responsiveness to citizens, through the intensive and strategic use of Information and Communication Technologies (Its) in the inner management of the public sector (intra and inter governmental relations) as well as in its daily relations with citizens and users of public services.” (Claudio Orrego Larrain, former Executive Secretary, Committee for the Modernization of the State, Chile)

- “E-government refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government.” (World Bank)

- “E-government combines electronic information-based services for citizens (e-administration) with the reinforcement of participatory elements (e-democracy).” (Bertelsmann Foundation)
E-Government Approach

**Tools/Applications**

- **Management Innovation**
  - Strategy Development
  - Change Management
  - Business Process Reengineering (BPR)
  - Knowledge Management
  - Business Best Practices

- **Technology Integration**
  - Internet
  - Portals
  - Business intelligence
  - Security / PKI
  - Electronic commerce
  - Electronic document management

**Implementation**

- **Government Reengineering**
  - Policy and Regulations
  - Agency Programs and Operations
  - Culture and Environment

- **E-Government**
  - Knowledge driven
  - Accessible
  - Collaborative
  - Seamless

**Goal/Vision**

- **E-Governance**
  - Digital Democracy
Stages of E-Government

<table>
<thead>
<tr>
<th>Type of e-Gov</th>
<th>INFORMATIONAL</th>
<th>INTERACTIVE</th>
<th>TRANSACTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOV-TO-GOV</td>
<td>Document database</td>
<td>Exchange of documents, Job search, HR system</td>
<td>EDI transactions</td>
</tr>
<tr>
<td>GOV-TO-CITIZENS</td>
<td>About the department, Services offered at locations</td>
<td>Service offering online, Send and receive forms, Obtain documents</td>
<td>Users receive and pay for services online</td>
</tr>
<tr>
<td>GOV-TO-BUSINESS</td>
<td>How to obtain licenses, Where to pay dues</td>
<td>Licenses are renewed online but payment is send by mail</td>
<td>Businesses pay for services online</td>
</tr>
</tbody>
</table>
Trends in E-Government

- **Organization of content**
  - **CITIZEN CENTRIC**
  - **AGENCY CENTRIC**

- **PUBLISH**
  - Typical of entry level efforts

- **INTERACT**

- **TRANSACT**
  - One-Stop Shop Portal

- Maturity of e-government platform
From "Siloed" Agencies to a Networked Government

Learning curve (adapted from Nielsen 2003)

- We do as we always have done
- We understand better the target groups' use experiences and needs
- The new target group dominates
- Something is happening. We must do something.
- We can increase the delivery and give better services, personalization
- We'll get a new channel for services to our users - e-delivery
- It will change government
- We are in a "new society"
- This changes fundamentally our agency's work
SAC (Citizen Assistance Service) implemented by the State of Bahia

- Improved quality of public services by facilitating citizen access to several services including mobile SAC for citizens in remote and deprived communities
- Easily accessible SAC units in frequently visited areas such as malls, mobile units etc…
- SAC is serving as a benchmark for public services delivery

http://www.sac.ba.gov.br
Property Registration in Andra Pradesh, India

- Land registration offices throughout Andhra Pradesh operating through computerized counters
- Helping citizens to complete registration requirements within an hour instead of several days

RESULTS:

- The new approach brings speed, efficiency, consistency and reliability to the registration process
- It provides transparency, eliminates middlemen, and reduces corruption
Government Online, CANADA

- Integrated multi-level approach -- information and services are not provided along the administrative structures but are offered according to user needs.
- **ONE-STOP** vision by building a strategic infrastructure comprising of both shared departmental and government-wide components.
- Particular attention given to all users, including those with older technology and those using special equipment to access the Web because of disabilities.

**RESULTS:**
- The use of the site has increased by almost 20% per month since January 2001.
- It improved citizen involvement and participation in decision making.
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World Bank related Initiatives in e-government

World Bank Operations

infoDev e-government toolkit

Development Gateway Foundation

Global Development Learning Network
The Development Gateway Foundation (DG Foundation) is a not-for-profit organization based initially in Washington DC. Its core objectives are to reduce poverty and support sustainable development through the use of information and communication technologies (ICT).

The DG Foundation is still very young and the Board is currently being formed. On this site, you will find information about the proposed activities and programs. We encourage you to check back regularly for updates. If you have any questions or comments, don’t hesitate to Contact Us.

**Development Gateway Foundation News**
- [Search for Executive Director](#) (06/19/2002)
- [China joins the Foundation as a Founding Member](#) (06/01/2002)
- [Call for Proposals for Country Gateway Implementation Grants](#) (05/31/2002)
- [Mr. K. Y. Amoako is appointed Chair of the Editorial Committee](#) (05/31/2002)
- [Development Gateway Foundation April 2 Board Meeting](#) (04/16/2002)
- [The Development Gateway - Building Bridges to Overcome the Digital Divide](#) (04/12/2002)
- [Italy joins the Foundation as a Founding Member](#) (04/12/2002)
- [First meetings of Development Gateway Foundation in Washington, D.C., Dec 4](#) (01/08/2002)

**Foundation Programs**
- Development Gateway portal - an Internet site to share information, products, and services focused on development issues.
- ICT Development Forum - a debate and knowledge sharing forum for key information and communication technology issues, promoting synergies between civil society and the public and private sectors.
- Research and Training Centers - in the developing world, where ideas can be exchanged and programs tested on the ground.
- Grants and Investments - for innovative information and communication technologies (ICT) projects and programs at the local, national, regional, and global levels, aimed at reducing the digital divide.

[en] es fr pt ru

[Home] [Mission] [Programs] [Key Documents] [Governance] [Q&A] [Contact Us]
E-Government

The Open Source Reference Book 2003

Open source software is gaining momentum in the government sector as the alternative to proprietary software. Although benefits from using open source are many, assessing the effective costs and benefits could be challenging without a guide that recognizes the main actors in the field and their products. In response to this need, the Center of Open Source & Government (Washington, DC, USA) starts a new project: The Open Source Reference Book 2003. This will be an annual Open Source resource for governments worldwide and the Global 1000. It is a way for IT officials in government and big business to learn about who's who and who is doing what in Open Source. more...

+ Forms for the Reference Book 2003
+ Presentations Made During World Bank Group conference on the Open Source Software (Oct 2002)
+ UNESCO Free Software Portal
+ Collection of Open Source Software
+ Free Software Foundation
+ Standards and Architectures for e-Government Applications (SAGA)

Latest Additions

ARTICLE: Estonia: Woes the Computer Age?
Estonia is a pioneer of e-government. This article describes what Estonia achieved in the field of e-government and what is the current status of using e-government services.
Added by Hmrayak Arayan 01 May 2003
Add your comments! Read comments of others

USEFUL WEBSITE: African Governments on the Internet

This website maintained by the U.N. Economic Commission for Africa has links to many government agency websites, organized by country, and covering all of Africa.
Added by John Daly 01 May 2003
Add your comments! Read comments of others
Welcome to dgMarket!

The Development Gateway Market (dgMarket) is a global online marketplace providing information on donor and government-funded tenders. Currently, we publish tender notices for projects funded by:

- African Development Bank
- Asian Development Bank
- EuropeAid
- European Bank for Reconstruction and Development
- European Investment Bank
- EU Member States
- Phare / Tacis
- World Bank

Post your procurement information for an international audience of suppliers

dgMarket allows donors and government agencies to directly post tender notices and other procurement information on development projects. Soon it will also be possible to create separately designed and branded national procurement portals in local languages.

Get free email alerts that fit your business profile

dgMarket enables companies to set up a detailed profile to obtain automated e-mail alerts whenever a tender notice that meets their specific business interest is published. This gives small and medium enterprises - which typically lack the sales and marketing networks of multinational firms - access to international business opportunities.

Introductory Offer

For a limited time only, access to the full text of tender notices is available FOR FREE.

Visit www.dgmarket.com

If you have any questions, please send an email to info@dgmarket.com
AiDA - Find Development Projects

Largest source of information on development activities

AiDA -- Accessible Information on Development Activities

Language versions are under development. Please use the English site if you do not find the information you are looking for in another language.

Information about the Results

AiDA includes historical and current information on activities of the major international development donors and some civil society organizations and private foundations. A continuing effort is under way to expand the coverage and ensure the timeliness and reliability of information in AiDA. In the current sources section, 41,114 records in AiDA show an ongoing status.

AiDA is a common entry point to information found in web sites of the organizations that are participating in this initiative. When you read an integrated report with descriptive information about the activities of several agencies, use the AiDA ready made Country or Topic views or search the site to get information on a wide range of sectors, topics and countries. For financial and analytic information about activities, please use the Creditor Reporting System of the OECD-DAC.

Activities By Topic

- Agriculture
- Business Environment
- Culture and Development
- Development Assistance
- Education
- Environment
- Finance
- Health
- Industry and Commerce
- Information and Communication Technologies
- Knowledge Economy
- Population and Development
- Poverty
- Private Sector Development
- Public Sector
- Rural Development
- Social Development
- Social Protection
- Sustainable Development
- Trade
- Transportation
- Urban Development

Donor Breakdown

5 Donors with the most activities:
- United Kingdom (42,200)
- Sweden (26,174)
- Netherlands (23,505)
- Canada (20,906)
- United States (19,056)

Activities By Country

Country featured this month: Iraq. There are 558 activities for this country.

Top 5 Sectors with most records in Iraq are:
- Emergency Assistance (346)
- Health (44)
- Social Services (30)
- Education (28)
- Agriculture (24)

Select a Country
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Conditions for Success

- IT champions in the Public Sector
- Availability of IT skills in Private Sector
- Support for change management practices
- Competent IT Architecture for e-Government
- Appropriate Legal Framework (Security, Privacy, IPRs, etc.)
- Appropriate connectivity solutions
Lessons from Experience

- Importance of high-level support
- Incremental projects with concrete deliverables (e.g., initial focus on informatization of agencies)
- Long-term perspective: the focus should be on a citizen-centric architecture
- The critical role of trust
- The importance of standards
Thank you

www.worldbank.org
www.developmentgateway.org
www.dgfoundation.org