Formulation of Integrated e-Government Implementation Framework (eGovIF): case of developing economies

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Abstract

In the developing economies such as The Gambia (i.e., the case study country), inefficient government services, poor governance and corruption are a major driver of socio-economic inequality, and impede development and accountability of public institutions. Efficiency and Effectiveness are important factors to determine performance and quality of public sector services. In The Gambia, as in many developing economies the current practice of public sector operations relies heavily on the use of manual processes and paper work, which contributes to the inefficiencies and ineffectiveness greatly. Recently, the use of e-Government tools has emerged as a solution to this phenomenon. However, in most situations, the application of these tools is not fit for purpose and do not provide the expectations.

The e-Government strategy/program in The Gambia was initiated in 2002/2003. The ultimate goal is to transform and create first class public service delivery, increasing citizen's participation, and streamlining public services. However, despite initial progress, research has indicated some distinct cases of failures of the e-government program. Sander, Bell and Rice’s cases (as cited in Bwalya and Mutula, 2014) reported failure of the personnel management information system (PMIS) of the personnel management office, the health management information system (HMIS) of the Health Department. Several factors include lack of clearly defined strategic implementation framework, and intended beneficiaries of the PMIS were unaware of how the system could be employed in a more useful way.

e-government implementation should consider processes, technology, data, policies and people among others. With challenges associated with the implementation of IT solutions such as e-government, it is important that well formulated approach is specified throughout the lifecycle of such systems. Enterprise Architecture (EA) as a design and implementation principle can facilitate this. This research aims to develop an integrated enterprise architecture framework for implementation of e-Government platform, processes and services. This will specify the automation of public sector business processes to contribute towards transformation of government services of developing economies such as The Gambia. The objectives of the research reported in this paper is to: (i) examine and identify inefficiencies and ineffectiveness of process execution; (ii) review governmental business processes, and select process candidates for the e-government; (iii) identify the essential components and appropriate technology for the development of an EA; (iv) formulate an integrated EA for implementation of e-government systems, processes and services. The research aims to use a number of data collection methods including observations, interviews and expert workshops. Thematic analysis will be used to analyze the results.

It is expected that formulation of the EA Framework and associated computing platform will contribute towards implementation of successful e-government; enhance efficiency, effectiveness, and transparent institutions. The research will highlight the implications of the context for the design, diffusion and use of e-government in developing economies. It will contribute to knowledge in information systems education in enterprise architecture, business process management and e-government design and implementation. The research will also provide an opportunity to investigate the applicability of tools such as the use of case management, process automation, service-oriented computing and blockchain in e-government.

References