Electronic Government around the World: Current Trends and Future Prospects

Loni Hagen
University at Albany, State University of New York, USA
lkim3@albany.edu

Nicolau DePaula
University at Albany, State University of New York, USA
ndepaula@albany.edu

Erst Dincelli
University at Albany, State University of New York, USA
edincelli@albany.edu

Nadia Caidi
University of Toronto, Canada
nadia.caidi@utoronto.ca

Abebe Rorissa
University at Albany, State University of New York, USA
arorissa@albany.edu

ABSTRACT
In recent decades many countries have leveraged information and communication technologies to facilitate interaction between citizens, businesses and governments. By enhancing government efficiencies and streamlining governance systems, countries expect to strengthen public service deliveries and to improve public and private sector interactions. Open public data is expected to bring better access to information and thus enhance democracy. Despite these promises, electronic government (eGov) policies around the world face challenges brought about by, among other things, inequalities (in terms of abilities, literacy, gender, income, location, age, etc), issues of data quality, as well as privacy and security concerns.

eGov can be examined under three different categories: Government-to-Government (G2G), Government-to-Citizen (G2C), and Government-to-Business (G2B). eGov can also be examined via service delivery methodology, based on infrastructure development stages, provider and user perspectives (such as the available eGov services vs. actual eGov usage) or the discursive framing of such plans and programs. This panel addresses several such scenarios to examine the current state of electronic government in various international settings. Panelists will provide insights on specific dynamics in these countries (changing policies, environments, and technologies) and how they relate to successful (or not) e-government practices.

Sponsors
SIG III, SIG IFP

Keywords
Electronic government; International information policy.

FORMAT
The event will take place during a single ASIS&T panel session time slot (1.5 hours). Each panelist will discuss eGov cases in specific settings while addressing a common set of issues. The countries included in this session will be: South Korea, Brazil, Turkey, and Canada. The panelists believe that these countries are sufficiently distinct to enable participants to receive diverse perspective on eGov policies, and appropriately reflect on the differences or similarities that these contexts present. Ultimately this gives an opportunity to understand the main issues that eGov researchers and practitioners may see in the future.

PROMOTION
This panel will be promoted using ASIS&T, SIG III, and SIG IFP listservs as well as their Facebook and Twitter pages/accounts.

BENEFIT
The panel will enable ASIS&T members to reflect on eGov implementation in four distinct national contexts. The presentations and ensuing discussion should lead to insights about the complexity of factors that lead to certain choices being made in the implementation of eGov (technologies as well as services and policies) and subsequent take-up (or not). The session will also highlight the relevance of eGov for the information professions.

PANELISTS

Loni Hagen, eGov in Korea
Loni Hagen is a Ph.D. student in Information Science at the University at Albany. Her work at the Korean National Police Agency included eGov management for the general affairs department at the national headquarters. Currently, her research interests are in electronic government and open data policy.

Ms. Hagen will provide an overview and evaluation of the current status of the South Korean eGov initiative, “Government 3.0.” Her evaluation will involve distinguishing differences between the values underlying Government 3.0 and those underlying federal open government initiatives in the United States. President Park, in her inauguration speech, declared that she will “regain citizen’s trust by creating clean, transparent and capable government” (Feb. 25, 2013). The principles of Government 3.0 are transparency, creating capable government, and providing citizen-centered service. And open public data is the core means to attain these principles.

Nicolau DePaula, eGov in Brazil
Nicolau DePaula is a Ph.D. student at the University at Albany, the State University of New York. Mr. DePaula has previously worked for the New York State Department of Environmental Conservation as a GIS Analyst, and as a Senior Research Aide at the Center for International Development at Albany, NY. His research interests are in knowledge management and information policy. Mr. DePaula holds a Bachelor's in Geography and a Master's in Urban Planning & Policy from the University at Albany.
In this panel Mr. DePaula describes the general progression of eGov in Brazil at the national level and in particular the more recent move toward open data initiatives and the implementation of a freedom of information law. In reviewing how policies toward these objectives have unfolded he raises the question of whether or not the results can be seen as effective improvements in the general workings of the democratic process.

Ersin Dincelli, eGov in Turkey
Ersin Dincelli is a second year Ph.D. student in the Informatics department at University at Albany, the State University of New York. He received his M.B.A. with a specialization in Information Technology Management from the University at Albany and his B.A. in Economics from Uludag University in Turkey. He currently works as a research assistant at the New York State Center for Information Forensics and Assurance (CIFA). His research interests include information assurance, behavioral security, social networks in cultural domain, social network analysis, and social media.

Mr. Dincelli will go over the eGov transformation in Turkey that took place in the last decade. In particular he will evaluate the factors (e.g. policies, infrastructure) behind the country's successfully implemented eGov applications such as UYAP (The National Jurisdiction Network Project) and E-Government Gate and as well as the ongoing challenges (e.g. citizen engagement).

Nadia Caidi, eGov in Canada
Nadia Caidi is an Associate Professor at the Faculty of Information at the University of Toronto. Her primary research interests are information policy and community informatics. She is also involved in cross-cultural and comparative studies, researching the influence of culture on the production, distribution and use of information and its technologies.

“Data is Canada’s new natural resource… we want to make sure Canada is a leading participant in this game-changing movement” had stated the President of the Treasury Board, Tony Clement, in 2012 (Treasury Board, 2012). Dr. Caidi will provide an overview of the discursive framework of Canada’s government when it comes to how it is (re-) envisioning its role vis-à-vis data, citizens, access, services; and the discrepancy between the vision, expectations, and reality.

Abebe Rorissa, Moderator
This panel session will be moderated by Dr. Abebe Rorissa, the chairperson of SIG III for 2012/13. Dr. Rorissa is an Associate Professor in the Department of Information Studies, University at Albany, State University of New York. Prior to joining the University at Albany in 2005, he has had over 17 years of experience working in four countries as a lecturer and professional librarian. He has also consulted for academic institutions, national governments, and international organizations on information and communication technologies as well as information organization. He has published extensively as well as served on program committees of international conferences. He is a member of the editorial board for a scholarly journal, edited some proceedings, and served as a manuscript reviewer for a number of journals and conferences. As a multidisciplinary scholar, his research interests include multimedia information organization and retrieval, measurement and scaling of users’ information needs and their perceptions of multimedia information sources and services, and use/acceptance/adoptions and impact of information and communication technologies (ICTs).

He has been a member of ASIS&T for more than 11 years and served in different capacities including as a member of the Bulletin Advisory Board (2006 – Present); Chair and Chair-Elect, SIG/III (2011-2013); InfoShare Officer, SIG/III (2008 – 2012); Communications Officer, SIG/III (2004 – 2005), and member of the ASIS&T Pratt Severn Best Student Research Paper Award Jury (2011 & 2012).