



THEME

**DIGITAL SOMALIA:
CHARTING SOMALIA'S PATH
TO DIGITAL TRANSFORMATION**

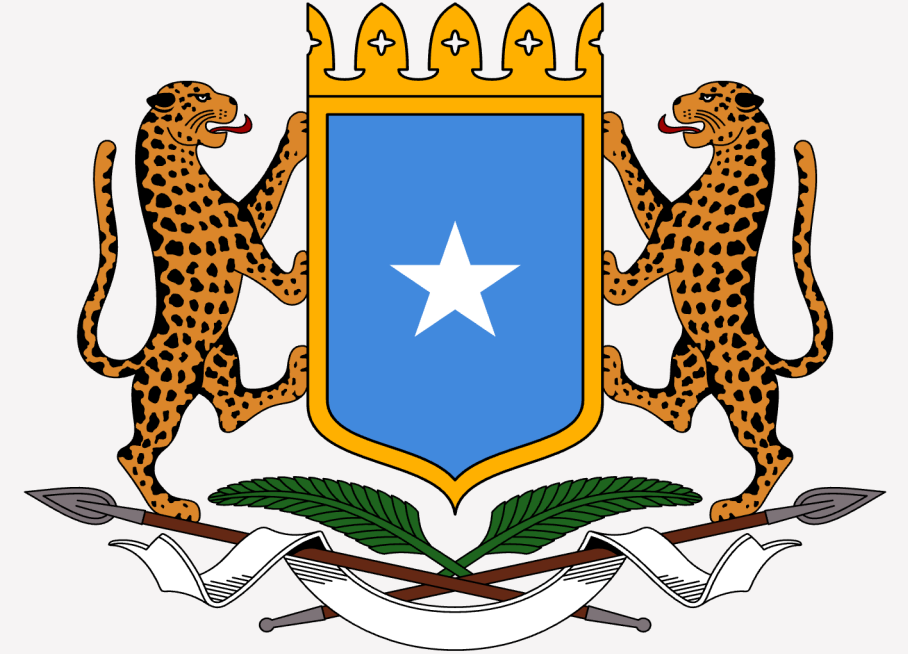


Promoting Inclusive and Transparent Governance through eGovernment

Horumarinta maamul loo wada dhan yahay oo daah-furan iyada oo loo marayo eMaamul

Challenges and Opportunities in a Fragile Country

by Ali Omar



Brief history of eGovernment

1

1990s

Focus on digitizing government services and making them available online

2

2000s

eGov initiatives began using ICTs for improving service delivery, citizen participation, and transparency

3

Today

eGov is used worldwide for tax filing, passports, business registration, etc.

What is eGovernment?

Definition: eGovernment

E-government, also known as electronic government or digital government, is the use of information and communication technologies (ICTs) to improve the delivery of government services to citizens, businesses, and other government agencies.

eGovernment VS eGovernance

e-government is primarily focused on the use of ICTs to improve the delivery of government services, while

e-governance is focused on using ICTs to transform the relationship between government and citizens.

What is the Benefits of eGovernment?

Greater convenience

Cost reduction

Increased transparency

Less corruption

Revenue growth

ESSENCE OF GOOD GOVERNANCE

Least Governance

- Deregulation
- Right-Sizing
- Partnership

Customer-centric Governance

- Service-centricity
- Efficiency
- Joined-up Government

Participative Governance

- Inclusion
- Communication
- Consultation

Challenges in implementing eGovernment

1 Digital Divide

The digital divide poses a challenge, as not all citizens have access to technology or the skills needed to engage with government services online.

2 Privacy and Security Concerns

eGovernment must address privacy and security issues to build citizens' trust and protect their sensitive data from potential risks.

3 Resistance to Change

Resistance to change is a common obstacle that governments face when implementing eGovernment initiatives, requiring effective change management strategies.

Challenges of eGovernment in a Fragile country

Limited Infrastructure and Resources

Limited access to electricity, internet connectivity, and other essential resources that are crucial for eGovernment

Low Digital Literacy

Low levels of digital skills amongst citizens can make it tough to access eGovernment services

Weak Institutional Capacity

Low institutional capacity, poor management may create roadblocks in implementing and maintaining eGovernment initiatives

The four main types of e-government services are

Government-to-Citizen (G2C):

These services are provided to citizens, such as renewing a driver's license, paying taxes, or applying for government benefits and services.

Government-to-Business (G2B):

These services are provided to businesses, such as registering a new business, obtaining permits, and licenses, or filing taxes.

Government-to-Employee (G2E):

These services are provided to government employees, such as human resources management, training, attendance, and payroll..

Government-to-Government (G2G):

These services are provided between governments, such as sharing data, collaborating on projects, and exchanging information.

Tools of eGovernment

Websites

The most common tool used for eGovernment services, providing information, downloading applications, and assisting to interact with government agencies online.

Mobile Applications

Becoming popular for eGov services, people can access these services, and several useful functionalities through smartphones and tablets.

Social Media

Social media platforms like Twitter and Facebook can be useful in providing information, services, interacting with citizens, collecting feedback, and disseminating updates and developments.

Best Practices for Promoting Inclusive and Transparent Governance through eGovernment

Engage Citizens in the Process

Involve citizens in the design and implementation of eGovernment initiatives to ensure their needs and perspectives are considered, fostering inclusivity and ownership.

Ensure Accessibility and Usability

Create user-friendly interfaces and ensure compatibility with various devices to guarantee equal access for all citizens, including those with disabilities or limited technological proficiency.

Establish Robust Security Measures

Implement stringent security protocols, data encryption, and secure authentication mechanisms to safeguard citizen data and build trust in eGovernment systems.

Successful eGovernment initiatives

Singapore

Singapore's Smart Nation initiative makes government services accessible through digital platforms, enhancing citizen engagement and improving governance efficiency.

Estonia

Estonia's e-Residency program enables individuals worldwide to establish digital identities and access government services remotely, offering business opportunities in the country.

South Korea

South Korea's Online Personal Identity Verification System strengthens security measures, allowing citizens to securely access government services and participate in online transactions.

Recommendations for implementing effective eGovernment

1 Infrastructure and Connectivity Improvements

Investing in infrastructure and expanding connectivity is crucial to ensure widespread access and seamless delivery of eGovernment services.

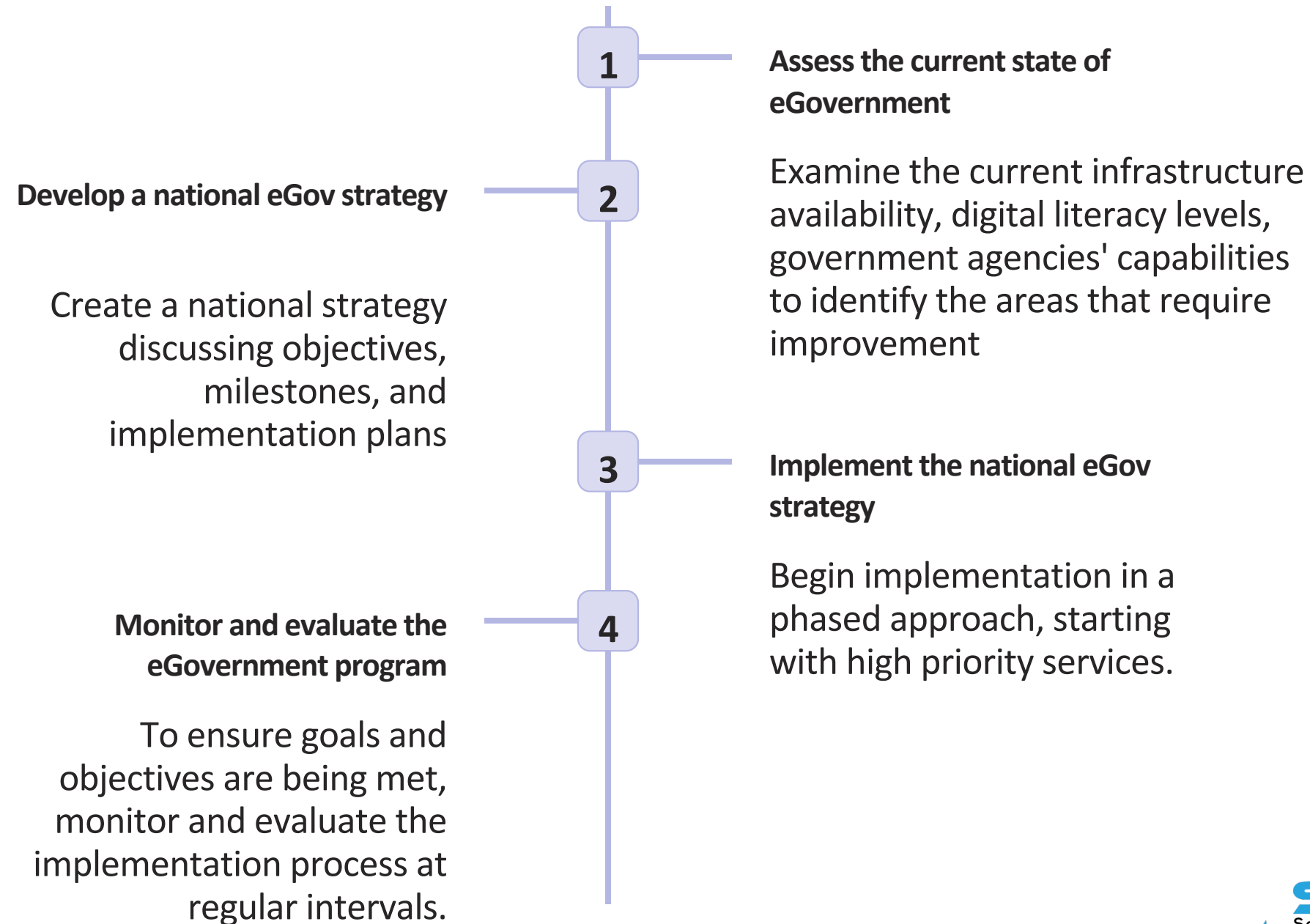
2 User-centered Design

eGovernment initiatives should prioritize user experience, employing intuitive design principles that cater to the diverse needs of citizens.

3 Capacity Building and Training

Governments must invest in training programs to enhance digital literacy and equip citizens with the skills required to use digital government services effectively.

Implementation roadmap of eGovernment in a Fragile country



Thank
you!

