E-Gov in Socio-economic Context

Nagy Hanna

The World Bank

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- Development as choice & learning.
- What can e-gov do for growth, poverty?
- Top-down or bottom-up strategies?
- What lessons have we learned?

Development is a Learning Process

- Development processes are path-dependent, context-specific.
- From central blueprints to local knowledge, institutional innovation, community learning.
- Learning economies, learning societies.

Development is Characterized by Choice

- No inevitable path, inequality.

- Participatory democracy & local knowledge.

- Building adaptive, participatory capabilities.

- Continuous feedback from results is key.

- Empowering citizens, communities, SMEs.

Fundamentals for Growth and Poverty

- Factor composition & income distribution.
- Competition & governance for investment & empowerment.
- Anticipating technical & institutional change.
- Government-private-NGO dynamic mix.
- Growth & human resources: + cycle .

What Can E-gov Do for Broad Growth?

- E-procurement.
- Transactions with enterprises.
- Info. to farmers, coops, SMEs .
- Service transparency, efficiency, response.
- Trade & financial facilitation.
- Competitiveness: intelligent org. & infra., FDI.

What Can E-gov Do for Poverty Reduction?

- Basic services: health, education, security.
- Transactions with citizens: land registration (AP); municipal services (VOICE).
- Access to voice, justice, accountability (Crystal funds: Argentina; OPEN track: Seoul)
- Empowering communities, field agents.
- Vulnerability: disaster mang., job search.

Building the Enabling Framework & Infrastructure (E-readiness)

- Enabling institutions & incentives.
- Dynamic ICT infrastructure: telecom.; universal assess: funds, telecenters.
- ICT diffusion & KM in public: sharing, standards, applications, content.
- ICT education: IT skills, literacy, culture.

Building Bottom-up Institutions and Competencies

- Innovating institutional for access, content.

- Understanding needs & constraints of poor.

- Access: physical, financial, cognitive, content, institutional.

- Social strategies for knowledge sharing.

- Building on local institutions: Grameen.

- Avoid large failures; deliver early results.

Lessons Learned for E-Gov Design & Implementation

- Secure leadership, develop vision.
- Integrate & transform: link silos; client focus.
- Link to public sector reform; HR for ICT & KM.
- Integrate with social policies to bridge "divide."
- Launch & learn: start small, build mass.
- Maintain traditional service delivery option.
- Market to stakeholders; involve potential users.
- Partner with private sector & civil society.

More Lessons

- Phase,feedback in each stage: Singapore & Thailand tax admin.

- Aggregate poor's demand: multi-service kiosks; dairy farmers' coops.

- Build content, in local languages.

- Use local initiatives to resolve key issues: community-owned kiosks.

- Focus on change mang. & process re-eng.

- Adapt access & service to context.

Adapting Access & Service to Rural Context

Revenue Potential			
		High	Low
Investment Needed	High	. Telecom operators offered incentives.	. Subsidy to operators through auctions. . NGOs to provide telecom & community info services
	Low	. Small companies to manage rural infra. . Entrepreneurs to open info. Services.	. Co-ops and NGOs to establish multiple service community centers.

In conclusion

- E-gov can facilitate choice and learning for employees, citizens, and business.
- E-gov is enabling infrastructure for competitiveness and empowerment.
- Both top-down and Bottom-up.
- Vision, integration, partnership, value to client, adapting to context & institutions.