E-GOVERNMENT: COMBATTING CORRUPTION AND CONTRIBUTE TO GOOD GOVERNANCE

Thlang Sokim[1]
College of Public Administration
Huazhong University of Science and Technology
Wuhan – PR. China
[1]CAMBODIA
[1]Email: thsokim.cpa@gmail.com

Xu Xiaolin[2], and Huang Dong[2]
College of Public Administration
Huazhong University of Science and Technology
Wuhan – PR. China
[2]CHINA

ABSTRACT

In the era of globalization, interaction and communication as if being without limits. Each country seeks to continue to innovate in order to compete globally. In order to achieve this goal, the government must be proactive in addressing all the things that can hinder these objectives, namely: the administrative burden, corruption, poverty, bureaucracy and others. One of the things to do then is to apply the use of ICT through e-government to achieve good governance. Corruption has become a common enemy. With e-government created a system that provides easy application of ICT in public services. Innovation in public services is needed in order to improve the performance and efficiency of government budgets in many aspects. E-government provides an opportunity for information security and centralization of data that can be used to improve auditing and analysis. Data integration applications can provide improved ease of service, can make the decision easily tracked and can prevent the occurrence of corruption. This paper will explain how innovation in ICT can combating corruption, contribute to creating good governance, and what are the constraints faced in combating corruption.

Keywords: E-government, ICT, corruption, services and government.

INTRODUCTION

In the era of globalization, the process of interaction and communication among countries in the world become more intense. Global competition will be intense and the challenge will increase along with the ability of each country to prepare everything to deal with it. Preparation performed primarily concerned with addressing issues administrative burden, corruption, competitiveness, public welfare, poverty, bureaucracy and others. Corruption is rampant in many countries, in many aspects of life (Pathak et.al., 2008; Tanzi 1998; Treisman, 1998; Warsta, 2004; Chêne, 2012).

Corruption occurs because of lack of accountability and transparency. In general, the issue of transparency regarding disclosure of information, it crippled in a society where lack of transparency will result in information inequality. The lack of accountability can be transformed as an administrative and political corruption in which all public institutions and state officials are trying to minimize it. They should understand the rules and procedures which are open to scrutiny, the government is expected to ensure transparency about what is being done, how and why action takes place, who was involved, and by what standards decisions are made (Johnston, 2003). Corruption generally occurs because of the abuse of authority and power. In its report, Transparency International reported the agency or sector of the most common corruption is a political party, legislature / parliament, the police, legal system, and tax revenue (Hodess and Woikers, 2004).

Utilization of ICT through e-government was present as an important tool to promote transparency and accountability in order to reduce corruption and increase government trust (Wickberg, 2013; Kaur, 2015; Shahkooh et.al, 2008; Oja, Palvia and Gupta, 2008; Hasani and Baleraj, 2013; Iqbal, 2008). The benefits of e-government, namely: cost reduction and efficiency gains; quality of service delivery; transparency, anticorruption, accountability; increase the capacity of government; network and community creation; improve the quality of decision making; promote use of ICT in other sectors of the society; improving services to citizens; improving the productivity of government agencies; strengthening the legal system and law enforcement; promoting priority economic sectors; improving the quality of life for disadvantaged communities; and strengthening good governance and broadening public participation (Ndou, 2004). Governments in developing countries continues to innovate with new ways to interact, improving the public services and revitalize the democratic process optimization through the utilization of ICTs (Sheela and Chandran, 2014). This paper will explain how innovation in ICT can combating corruption, contribute to creating good governance, and what are the constraints faced in combating corruption.

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The main effort of e-government is "simply better government by enabling better policy outcomes, higher quality services, greater engagement with citizens and by other key outputs identified" (OECD, 2003, p.12). E-government has the power to create new modes of public service whereby all public organizations deliver modernized, integrated, and seamless services for citizens. In this shift towards external services, transparency has been increasingly emphasized as a fundamental driver for e-government.

Based on the survey in the ASEAN countries and South Korea, Japan, China and India, it was found that some ASEAN countries are at the top (Singapore, Malaysia, Philippines, and Vietnam), while the rest are on the order of above 100 (Thailand, Indonesia, Cambodia, Lao PDR, and Myanmar). South Korea is still ranked first, followed by Japan, China and India on the order of four bottom (see figure 1).

Figure 1. 2014 UN E-government Development Index ASEAN+3 (+Republic of Korea)
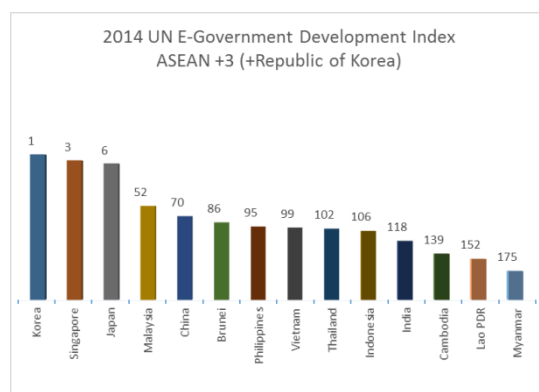
Source: United Nations E-government Survey 2014, data processed.

E-government initiative is regarded as a powerful scheme to improve public transparency and quality services to the citizens. The successful realization of e-government cannot be separated from several factors, namely: political factors, infrastructure, socio-cultural and

economic. First, building political commitment, commitment decision makers is key to the success of all government anti-corruption program. Political commitment and leadership in ICT can reduce resistance to change, which is strong leadership and build political commitment among government institutions and stakeholders. *Second*, providing legal support, in some countries still have a strict legal framework relating to confidentiality and freedom of information. In some aspects this may disturb citizens' access to information and transparency of state administration of information security and privacy issues.

Third, selecting appropriate technologies: Choosing the right technology would require time and high costs. Selecting software and hardware is also a challenge along with the rapid advancement of new technologies. Capacity and resources should be in a position that is neutral on system maintenance, upgrades and troubleshooting so that you can secure ICT systems work well to prevent corruption, especially for those who know how to manipulate ICT.

Fourth, ensure supervision and punishment: the presence in the government oversight agencies is indispensable for the implementation of e-government consistently. Repression in the form of sanctions given to those who try to abuse power and harm the interests of the public, including politically motivated action and injustice. E-government to introduce competition in order to improve public services and reduce corruption by taking decisive action to follow up the complaints coming from citizens against poor services and corrupt practices. The information given is a form of transparency of the rules and the application of policies to improve accountability by building awareness for policy makers and civil servants individually to avoid actions that lead to corruption.

Innovation in public services is needed in order to improve the performance and efficiency of government budgets in many aspects. E-government provide opportunities for information security and centralization of data that can be used to improve auditing and analysis. Data integration applications can provide improved ease of service, can make the decision easily tracked and can prevent the occurrence of corruption. Web publishing government information to build transparency and accountability to citizens by providing information documentation to support their complaints against corrupt practices (Bhatnagar, 2003). Some innovative use of ICT through e-government, namely: e-service, e-procurement, e-taxation, e-judiciary, e-voting and e-catalogue.

Druke (2007, pp. 68-69) mention that e-government contributes to the modernization and reformulation of state, increase governmental competencies, civil society, legal structure, and lawfulness in public administration (table 1).

Table 1 Ways in Which E-government Contributes to Good Governance

Dimension of good governance	E-government application
State tasks and their reform	
Implementation of subsidiary structures of task performance	Contracting out, agencification, public-private partnerships
Strengthening of legitimacy by providing sustainable public services	Access to records, gazetteer, mobile service delivery, e-procurement
Strengthening of legitimacy by more effective citizen participation	More effective and uncontrolled access to information and government services, e-procurement, urban land planning
Abolition of corruption	procedures, e-parliament

Abolition of generalized violence by a few actors	E-procurement, inter-border checks, e-justice, tax systems, electronic register of corruption cases E-justice
Government competence Consultation in the designing of a coherent policy Configuration of a reform-oriented governmental organization Continuous improvement	Stakeholder involvement, active communication Professional performance measurement, e-justice, public-private partnership Professional monitoring, civil monitoring of accountability mechanisms
Civil society Creation of climate for civil engagement Introduction of procedures of constructive interaction between state institutions and civil society	E-participation, stakeholder involvement Formation of public-private partnerships, market development for information and communication technology products and services, economic development
Law Creation of self-standing order of economic property rights (see abolition of corruption) Attribution of rights and guarantee of its application Lawfulness of state as attribute of good governance	Market liberalization through the use of tools such as e-signatures, e-transactions, licensing, and cybercrime legislation, e-procurement Electronic registration of voters to prevent voters from being left off voter lists Definition and transparency of competencies and responsibilities, access to records, e-justice

Source: Druke, 2007, p.69.

CONSTRAINTS IN COMBATING CORRUPTION THROUGH E-GOVERNMENT

E-government does not guarantee the end of corruption, the competent authorities and the control of technological processes are empowered to find new opportunities to do the rent seeking (Kaur and kamalkant, 2012). Clearly unprofitable in order to eradicate corruption because it only causes a shift between generations. Kaur and kamalkant (2012) mention that whether the fight against corruption must be part of the vision of e-government. E-government as one of the tools dedicated to combating corruption through the use of ICT integrated in a transparent and accountable system.

First, the prerequisite for the success of e-government is the seriousness and commitment of stakeholders and political environment which guarantees the rights of citizens. In some authoritarian state, the government made efforts to control the development and use of ICT for specific purposes. *Second*, other obstacles is the operational issues. Technical aspects of the operation of ICT can be seen from the extent that people can easily use online services applications anywhere, anytime and through any electronic device. It is given that the spread of technologies with a range of different areas of each country are not the same so it should be considered a solution to use ICT effectively.

Third, transformation paradigm towards electronic paper based paradigm on the one hand provide many benefits to society, but on the other hand the speed of technological

development must be accompanied by the readiness and speed of human resources to operate the application of technology. *Fourth*, cultural factors, the habit of using traditional devices with a lot of forms and files in the folder is something that is not efficient in terms of time and vulnerable to the emergence of corrupt practice. Citizens who don't have the necessary skills and resources to use self-service use of e-government, have no option but to seek services in private, from civil servants who are willing to provide services beyond the standard procedure (corrupt).

CONCLUSION

Corruption described as a highly malignant disease that became a common enemy. The presence of e-government by utilizing ICT is a breakthrough innovation to improve public services and governance systems through the application of information technology that is fast, cheap, efficient and effective. Nevertheless, the presence of e-government does not necessarily eliminate corruption, because in developing countries the use of this technology with the capability and conditions vary.

Implementation of e-government to support the transparency and accountability of the public sector by improving the quality of services to citizens and paradigm transformation from paper-based to the electronic paradigm. A few things that can be done in order to strengthen e-government in the efforts to combat corruption, namely: 1). prevention: prevention efforts made through the simplification of the rules, procedures and systems. The use of computers as a means of ICT and online transactions can reduce the occurrence of acts of corruption, abuse of power and a barrier to standardization of services; 2). Enforcement: Centralized data allows to track decisions and actions with the purpose of the audit. 3) Capacity Building: e-government applications require that the telecommunications infrastructure is strengthened, human resources, cooperation and coordination among the more solid institutions and a culture of good governance.

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