

Role of E-Government and E-Citizen in Society Management

Behzad Sami¹, Masoud Kouhi², Seyed Hasan Safavi³

Ardebil Branch of Science and Research Payam Noor University, Ardebil, Iran

¹behzad.sami@yahoo.com, ²masoud.koohi@yahoo.com, ³gognoos2012@yahoo.com

Abstract— The fast growing accessibility and capability of emerging technologies have fashioned enormous possibilities of society management. In this way Information Technology (IT) make most of things easier and faster. In this study we work on Roles of e-government and e-citizen (made by IT) on society management and some idea suggested.

Keywords— e-government; e-citizen; society management

I. INTRODUCTION

In the past few decades there has been a revolution in computing and communications, and all indications are that technological progress and information technology usage will continue at a rapid pace. Accompanying and supporting the dramatic increases in the power and use of new information technologies has been the declining cost of communications as a result of both technological improvements and increased competition. The decrease in costs cause sureness in scientists and governments to think about usage of information technology in society and environment of their country, in this way some new concept created. Most important concepts between them due to relation with majority are E-government and E-citizen.

II. RELATED WORKS

A. E-GOVERNMENT

In IT world each one of the concepts has own definition and e-government on United Nation definition is "Electronic Government' (or in short 'e-Government') essentially refers to 'The utilization of IT, ICTs, and other web-based telecommunication technologies to improve and/or enhance on the efficiency and effectiveness of service delivery in the public sector.'" [1] E-government describes the use of technologies to facilitate the operation of government and the disbursement of government information and services. E-government, short for electronic government, deals heavily with Internet and non-internet applications to aid in governments. It includes the use of electronics in government as large-scale as the use of telephones and fax machines, as well as surveillance systems, tracking systems such as RFID tags, and even the use of television and radios to provide government-related information and services to the citizens. While e-government is often thought of as "online government" or "Internet-based government," many non-Internet "electronic government" technologies can be

used in this context. Some non-Internet forms include telephone, fax, PDA, SMS text messaging, MMS, wireless networks and services, Bluetooth, CCTV, tracking systems, RFID, biometric identification, road traffic management and regulatory enforcement, identity cards, smart cards and other Near Field Communication applications; polling station technology (where non-online e-voting is being considered), TV and radio-based delivery of government services (e.g., CSMW), email, online community facilities, newsgroups and electronic mailing lists, online chat, and instant messaging technologies.

B. RULES OF E-GOVERNMENT

Zhou [2] identifies that, in a model of e-government, a society has three constituents:

Government, citizens, and businesses [Fig1]. Accordingly, we classify the benefits of E-government pointed out in the official document into three different categories. The Benefits of e-government in management of society are:

For the government:

- To empower civil servants with information and communication tools, to facilitate coordination across government agencies and to improve competition and transparency in public procurement [3]
- To integrate marginalized regions and communities within an equitable resource distribution framework, to facilitate effective decentralization and broadening of public participation in development policy formulation and program implementation, and to transform government services to become cost-effective and citizen-centered
- To provide quality education at all levels and to all parts of the country. To provide students and teachers throughout the country with access to a world-class educational curriculum via the internet.
- To improve supervision on people activity and prevent crimes by using of digital devices

For businesses:

- To revitalize main and traditional industries, like agriculture, tourism and Apparel, so that the share of value-addition to the end product is increased, and to Penetrate into new markets via internet-based sales channels

- To emerge as a major transportation hub for air and sea cargo, by modernizing ports and by developing a modern trade net that dramatically reduces transaction costs for importers and exporters.
- To enable businesses to become increasingly competitive and to attract foreign investors
- To reduce transaction costs to businesses
- To create a communication environment that allows optimal opportunities for businesses to engage in all forms of e-commerce.

For citizens:

- To improve the delivery of public services and knowledge and education to all
- To make government accessible and accountable to the average citizen
- To create a communication environment that allows optimal opportunities for all citizens to participate fully in the global information economy and for all citizens to support their economic, learning and personal needs
- To facilitate inexpensive contact with families abroad via e-mail and voice over the internet via Cyber Cafes in all towns.[4]

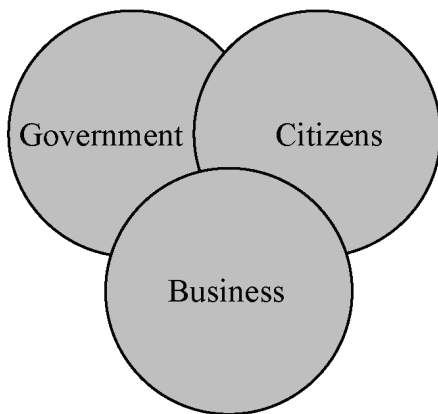


Figure 1. Three constituents of a society in e-government

C. E-CITIZEN

A citizen is an active member of a community or society provided with rights and duties conferred by that community. In the Information Technology and the World Wide Web context the citizen becomes an *e-Citizen*: this means that citizens must learn how to turn real citizens of an electronic community and how to use the Internet possibilities in order to become aware of what *e-Citizenship* implies. In fact the e-citizen is the one who is able to use the information technology in performing his daily affairs, and can receive his required services from related houses, bureaus, and institutes using electronic tools and systems.

D. RULES OF E-CITIZEN

In all of world people who live in urban or rural region and use electronic services are forming E-society and impacting on manners and others behavior. In a society that most of people know and use IT equipment works have done so fast and easy and relationship between government and citizens doesn't rely on time. At the other side government doesn't need new buildings or new clerks and it helps to minify government's size. More relationship between E-citizens with E-government and together have some special points like:

1. Make new opportunities [6]
2. Reduce waste time
3. Using paperless system
4. Increasing quantity of services
5. Protecting human rights
6. Improving people's life situation

III. DISCUSSION

Most of developing countries in spite of using IT benefits, unfortunately prefer to use traditional ways due to lack of awareness of global progress in industrialized countries. The governments should reduce their internal costs in order to investment in industrial and educational environment and



Figure 2. IT benefits in Society

the best way for this purpose is IT (especially e-government and e-citizen). According to various institutes research [1,7,9] IT has several benefits for the places that use it and usage of this technology reduces communication and documentation problems strongly and improves administrative functions

At the other side people's awareness level from knowledge improve and it can help countries to progress their cultural, economical and social conditions. It is obviously clear in diagram [Fig 2].

IV. CONCLUSION

The ongoing computing and communications revolution has numerous economic and social

Impacts on modern society and requires serious social science investigation in order to manage its risks and dangers. Such work would be valuable for both social policy and technology design.

In our society that IT is in early steps we should do so many actions in order to reach special ends and in this way 2 most important and absolutely necessary steps for being an E-society are E-government and E-citizen, by considering developing countries society's situations some actions and policies suggested:

1. Developing information providing booths in the city [7]
2. Developing e-service offices in urban and rural regions
3. Holding free practical courses
4. Enhancing online cooperation, interaction [8]
5. Voting with citizens through web
6. Presenting advertisements to encourage and persuade citizens to use the e-services
7. Using new technologies in services that relates to people
8. Providing strong Management Information Systems(MIS) in order to use in decision making

9. Coercion employees to learn and use new technologies in government offices
10. Changing Bureaucratic and traditional procedures to digital methods
11. Using new devices for communications like RFID tags, Tablets, Cell phones and etc

REFERENCES

- [1] Jack.M.Smith and et.al United Nations Department of Economic and Social Affairs UN. Retrieved 2010-04-30 ISBN 953-972-3-14253-2
- [2] Zhou, H. (2001) 'Global perspectives on E-government', *The 3rd Caribbean Ministerial Consultation and High-Level Workshop*, December, Jamaica
- [3] Planning e-government start-up: a case study , *Electronic Government*, Vol. 1, No. 1, 2004
- [4] e-government – e-citizen Birgit Wilder Chief Information Office Austria A-1010 Vienna, Parkring 10/1/505 2010
- [5] The impact of information technology on city government in the United States , Kenneth L. Kraemer Jason Dedrick John Leslie King Toulouse conf paper Dec. 13, 1995
- [6] E-government and its impact on utilization , Jalil Hashemi, Nama Magezine ,1387/03/05
- [7] Planning E-Citizen: A Step toward E-Society , Zohre Khabaziyan, Hossein Teimori, Masoud Hekmatpanah , *World Academy of Science, Engineering and Technology* 59 2011
- [8] Nazari M., Aghazadeh F., 2009, E-city,- From Concepts To Application, 2nd International Conference on Electronic Municipality, Tehran
- [9] David A. Powner, IT for Selected Health Care Functions, United States General Accounting Office, October 2003