

# ICTs, Development and the Role of Government

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# About CARICAD

- Caribbean Centre for Development Administration
- A regional intergovernmental organisation specialising in transforming and modernising the Public Sector of Caribbean States.
- Est. 1980

# Overview

- Role of Government
- Development
- Regional Context for Development
- Transforming Government

# The Role of Government

- Two primary functions of government
  - Ensure the efficient provision of public goods
  - maintain order
- Provide for the well-being of communities by upholding democratic processes, setting rules and regulations to govern activities and ensuring the provision of certain services and infrastructure, with recourse to taxation and charges to recover costs
  - *New Zealand Local Government Act 2002*

# Government Services

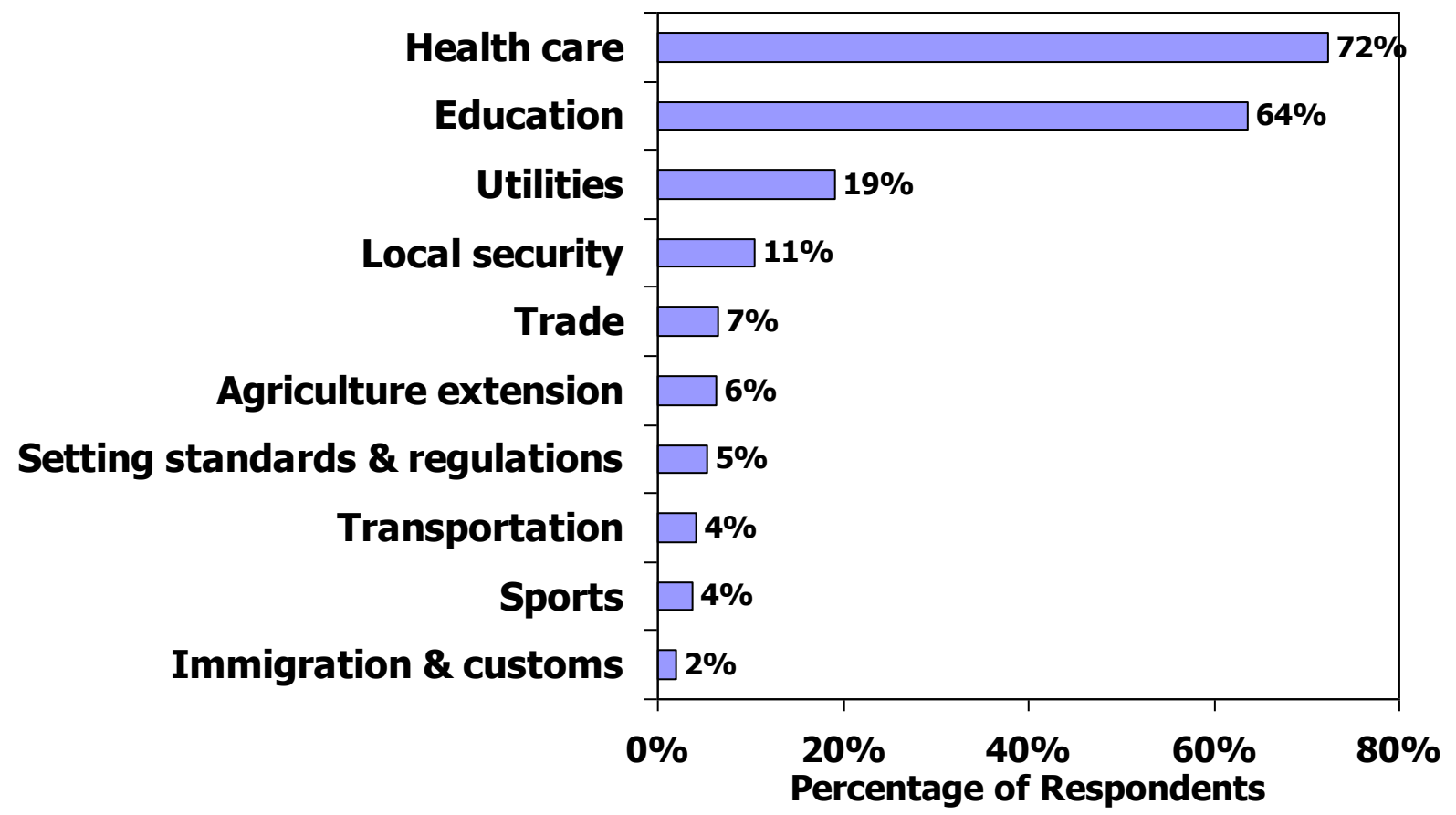
- National Defence
- Law Enforcement
- Border Security
- Healthcare and Public Health Services
- Education

# Rules, Regulations, Processes to Govern Activities

- Dispute Settlement
- Business Registries
- Civil Registries
- Urban Planning
- Building and Zoning Standards
- &c.

Preliminary

# Most Important Services

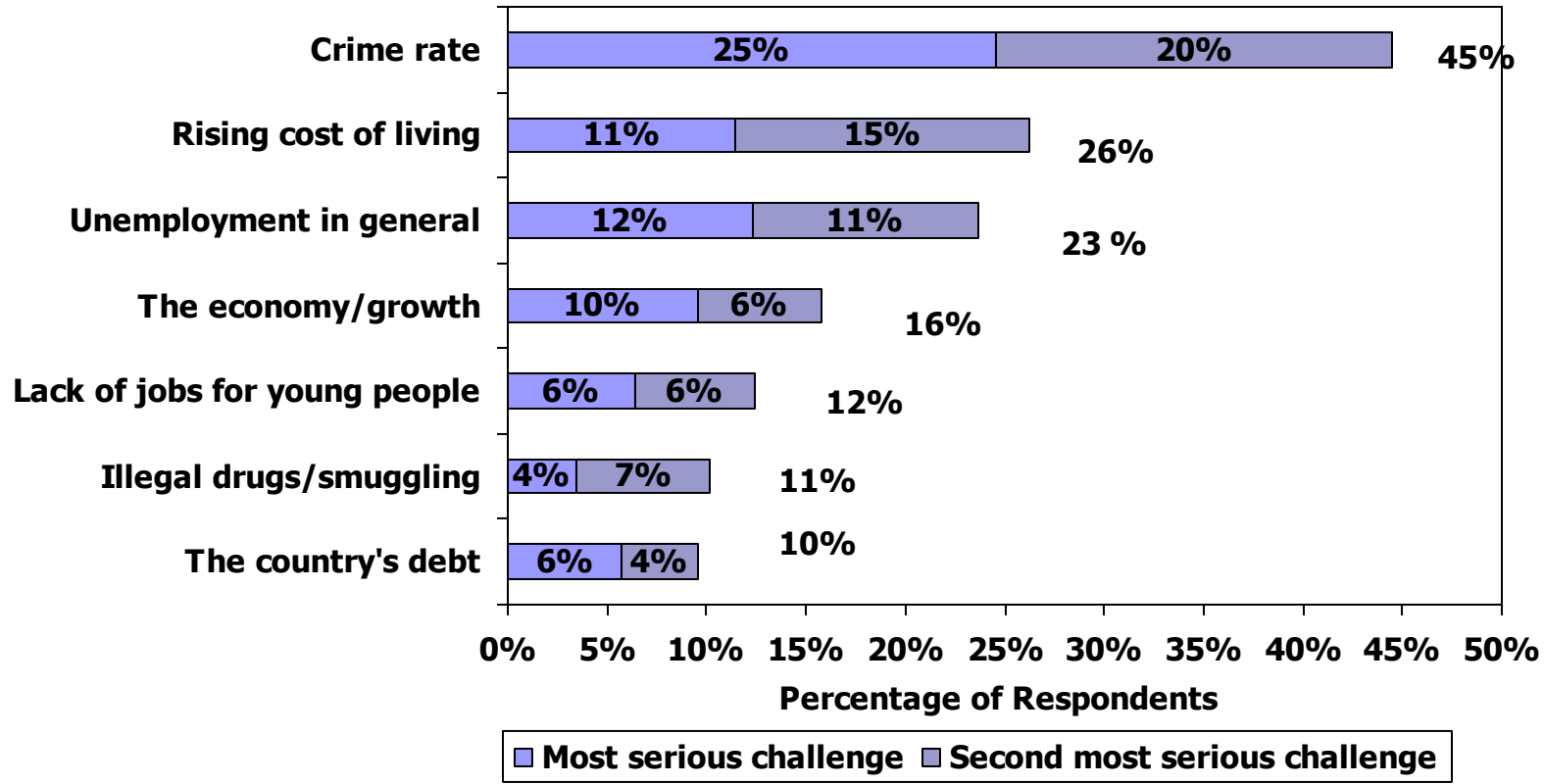


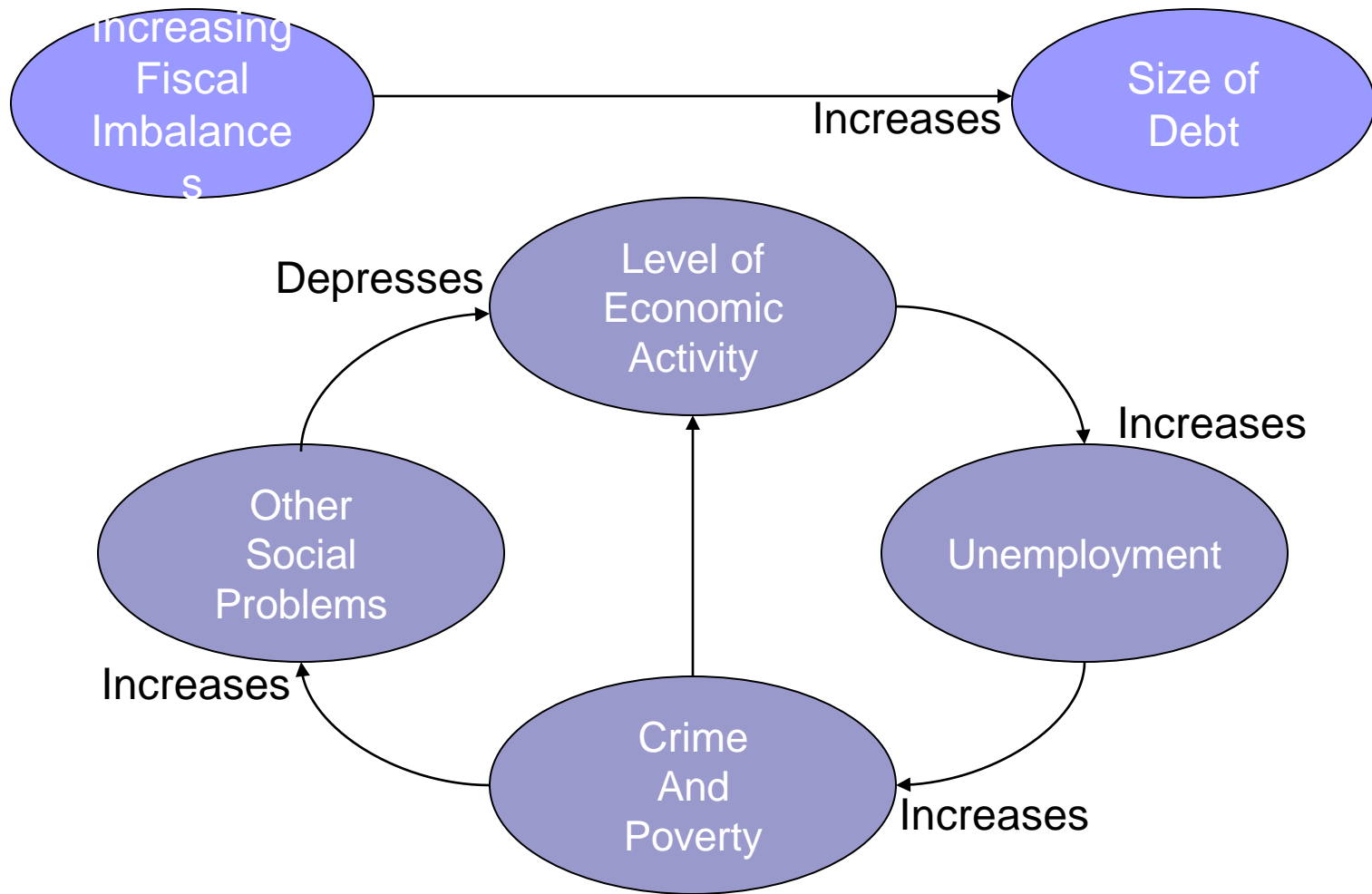
# Development

- Not to be confused with **economic growth**
  - countries with similar average incomes can differ substantially when it comes to people's quality of life: access to education and health care, employment opportunities, availability of clean air and safe drinking water, the threat of crime, and so on...  
<http://www.worldbank.org/depweb/beyond/global/chapter1.html>”
- United Nations defines **human development**
  - measured by life expectancy, adult literacy, access to all three levels of education, as well as people's average income which is a necessary condition of their freedom of choice. In a broader sense the notion of human development incorporates all aspects of individuals' well-being, from their health status to their economic and political freedom
- **Human Development is the end- economic growth a means** - United Nations 1996

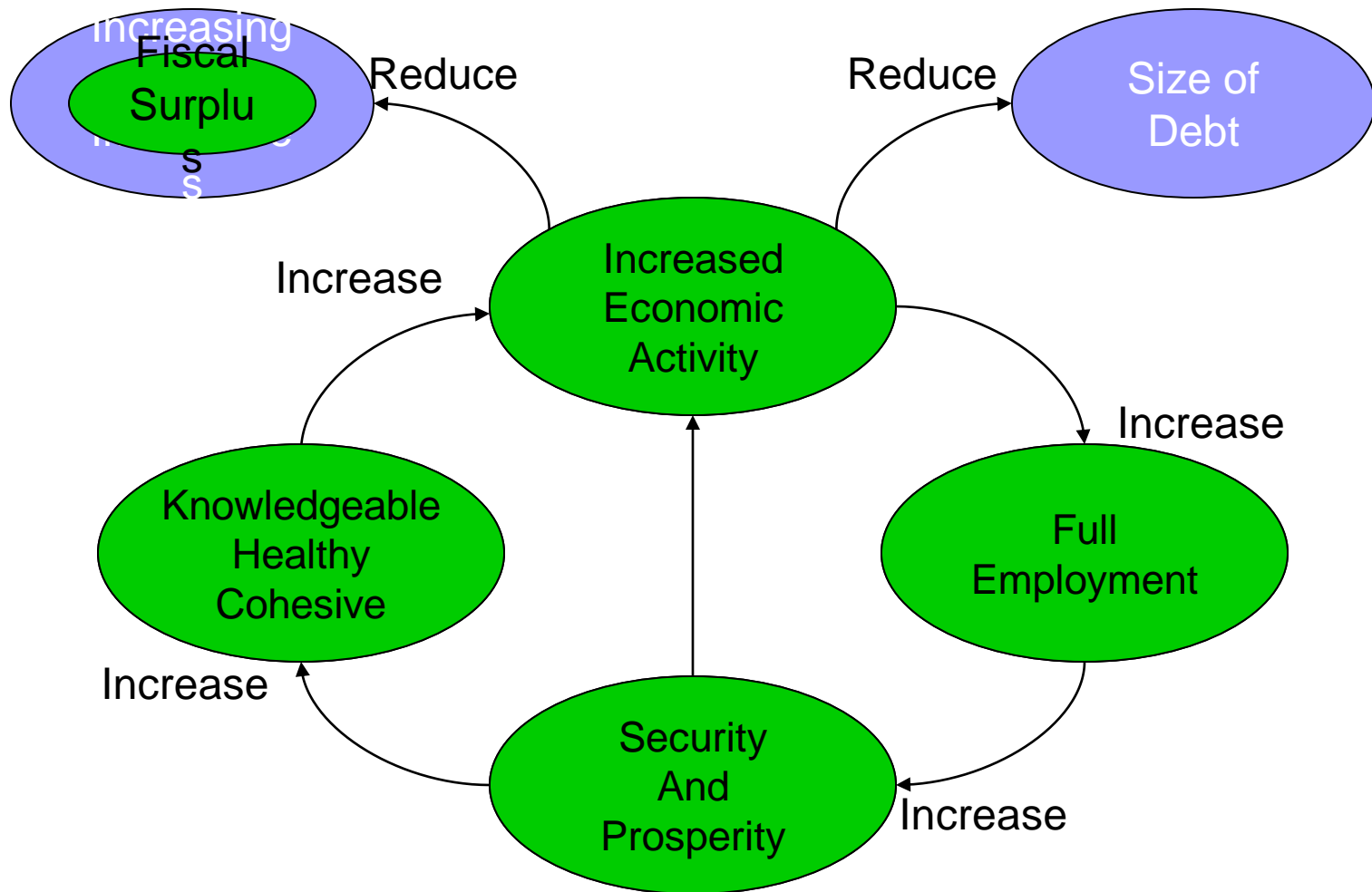
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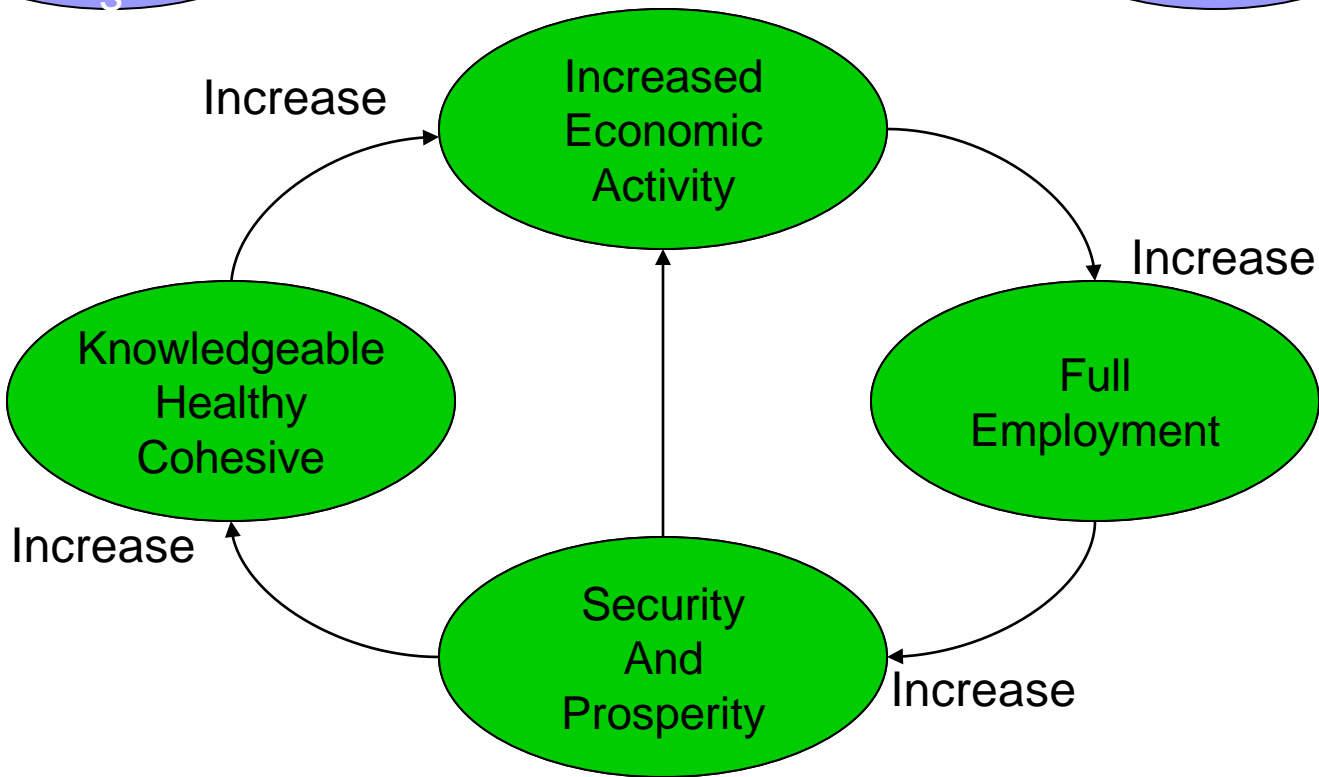
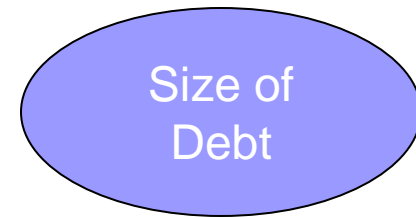
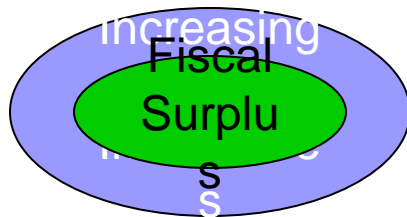
# Biggest Challenges





Government



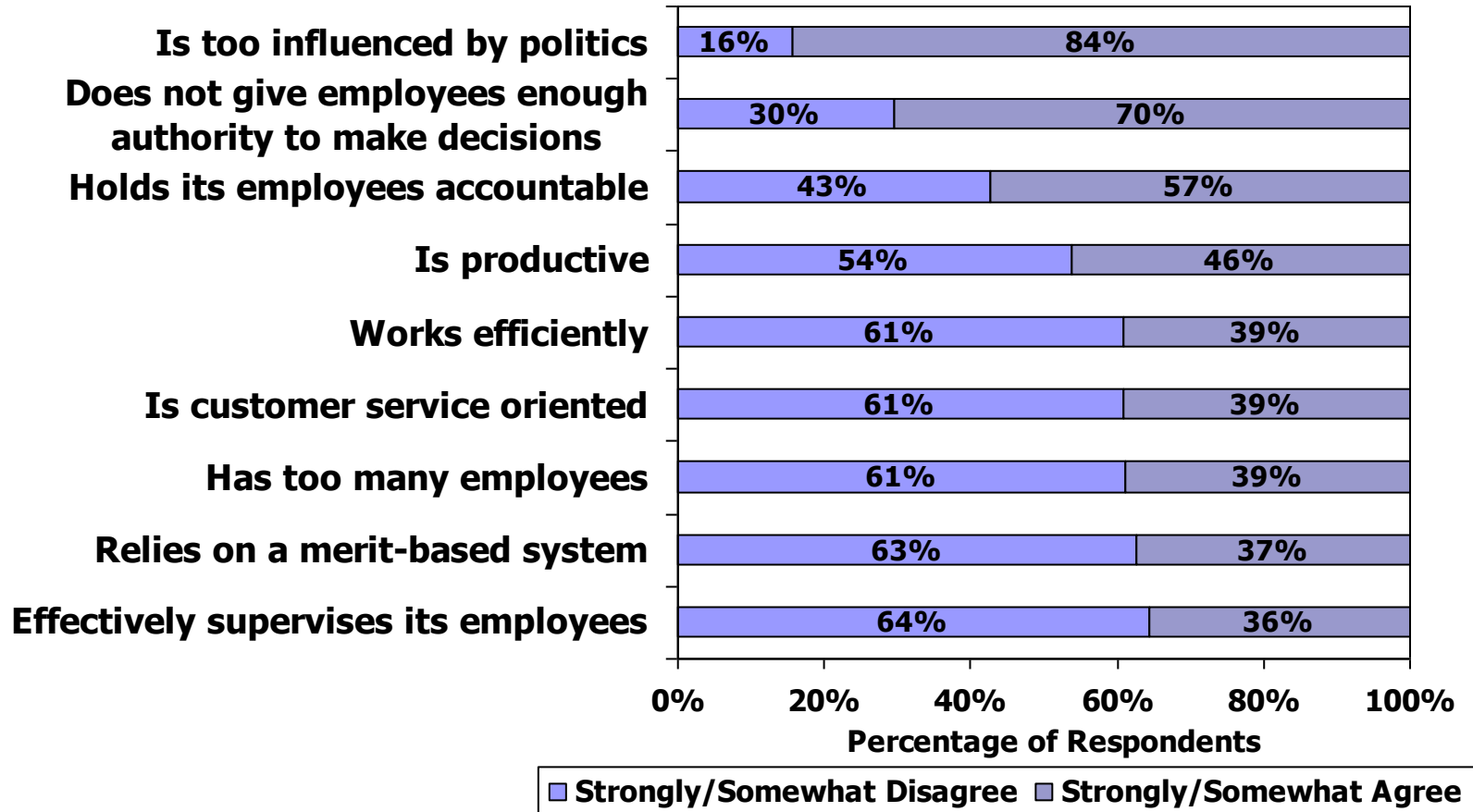


# Information and Communications Technologies

- Are Transformative
  - Transform Production
  - Transform Commerce
  - Transform Social Interactions
  - Transform, Health, Education
  - **Must Transform Government!**

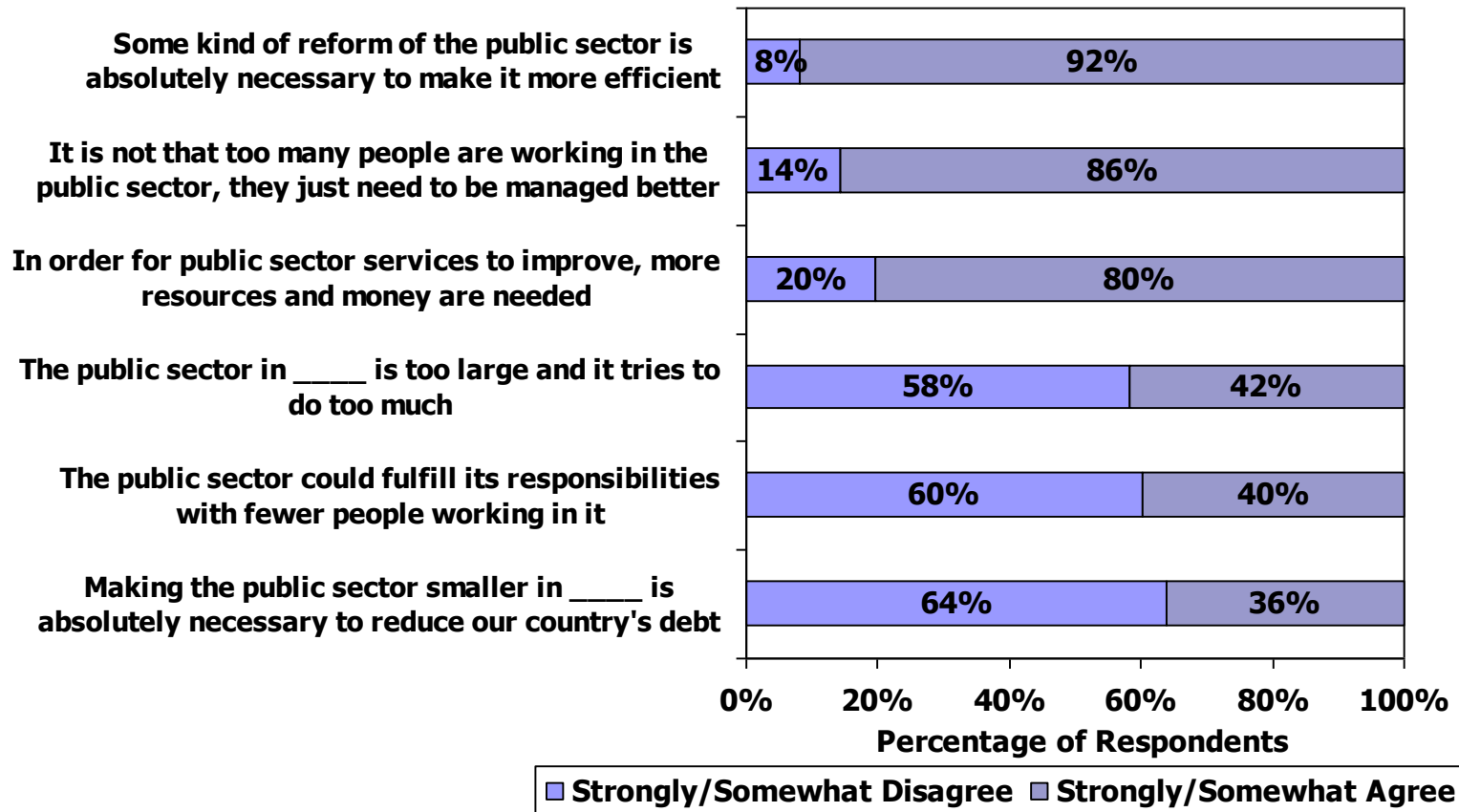
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# Citizens' View of the Public Service



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# Citizens' View of the Public Service



# Government

The Public Service is widely perceived as

- ~~Transparent~~
- ~~Responsive~~
- ~~Citizen-oriented~~
- ~~Efficient~~
- ~~Effective~~

# The Public Service Must Typify Good Governance

- *“Good governance...is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law.”* - United Nations Economic and Social Commission for Asia and the Pacific

# Good Governance

- “Good governance is not only critical to development...it is ***the most important factor*** in determining whether a country has the capacity...to promote economic growth and reduce poverty” – *Sharma S., Democracy, Good Governance, and Economic Development, Taiwan Journal of Democracy,*
  
- “we found a *large direct causal effect* from better governance to improved development outcomes.”
  - -Kauffman D, Kraay A, “Governance Redux: The Empirical Challenge,” *Global Competitiveness Report* (Geneva: World Economic Forum, 2003)

# eGovernment

- **ENABLES**
- **participation** by providing the means by which citizens can more easily and conveniently access and interact with providers of public services using available technologies.
- **transparency** by providing service providers with the means by which they can readily provide timely, complete and accurate information regarding their operations, to the public that they serve.
- **accountability**, by readily identifying persons and or entities that are responsible for executing various aspects of service delivery
- **efficiency** and **responsiveness** from the great improvements in time and cost performance that can be gained by automating well-designed processes.
- Extension of eGovernment access and capability to **all** citizens ensures **equity and inclusiveness**.

# Doing Business 2011

- Electronic Systems on the Rise Around the Globe
  - “In economies around the world, regardless of location and income level, policy makers adopted technology to make it easier to do business, lower transaction costs and increase transparency.”
  - “In Latin America and the Caribbean where 47% of economies implemented business reforms in the past year, 23 of the 25 reforms simplified administrative processes. Many did so by introducing online procedures or synchronizing the operations of different agencies through electronic systems.”

# Doing Business

- Starting a business
- Dealing with construction permits
- Registering property
- Getting credit
- Protecting investors
- Paying taxes
- Trading across borders
- Enforcing contracts
- Closing a business

# CARICOM eGovernment Strategy

## Vision

The CARICOM public service is a model of good governance

# CARICOM eGovernment Strategy

## Seven Strategic Initiatives

- Organisational Capacity Development
- eGovernment Framework
- Program Management
- Common ICT Procurement
- Interoperability
- ICT-enabled Service Delivery Channels
- eCommerce

# CARICOM eGovernment Strategy Implementation

- Business Process Re-engineering
- Information and Knowledge Management
- ICT Governance
- Legal and Regulatory Framework (ITU/CTU)
- eGovernment Standard Framework

# Doing Business 2011

- “Economies where it is easy for firms to do business often have advanced e-government initiatives. E-government ***kicked off in the 1980s, and economies with well-developed systems continue to improve them.***
- “Change continued at the top. Among the top 25 economies, 18 made it even easier to do business this past year” (2010).

“the conventional processes of public administration have lost their relevance ...It is no longer possible to fine-tune the existing ministries and other agencies and their practices to superimpose a new management order on existing structures. The prescriptions have become more fundamental and call for a critical review lest the contradictions persist and add to systemic inefficiencies.”

— (CARICAD, 1992)

■ Thank You