

Mediterranean Development Forum IV

Amman - 2002

Fostering Digital Inclusion
The Role of ICT in Development

“eGovernment”

Technology for Good Governance, Development and
Democracy in the MENA countries

Nasser Saidi & Hala Yared

Agenda

I. Challenges facing MENA countries

II. Role of eGovernment

III. MDF eGovernment strategy for development

IV. eEnabling reform

There are numerous challenges for MENA Countries

- **Macro-economic environment**
- **Structural**
- **Political**



What eGovernment *can* achieve

- Institutional reform in public and private sector
- More efficient public services and procurement
- A source for economic growth
- More transparency and democracy



GOOD GOVERNANCE

Globalisation provides a particular challenge for MENA countries

- **Competition among countries, macro and micro ...**
 - investments
 - human capital
 - technological innovations
- **MENA economies very open, but low share of global FDI**
 - Flows xxxxxxxx
- **MENA countries need to act on key success factors to compete in globalised world**
 - intellectual property protection to boost innovation
 - comply with international codes, norms and standards
 - introduce new legislation and institutions to enter WTO and to adopt reforms
 - ensure enforcement

**OVERALL
CHALLENGES OF
GLOBALISATION ...**



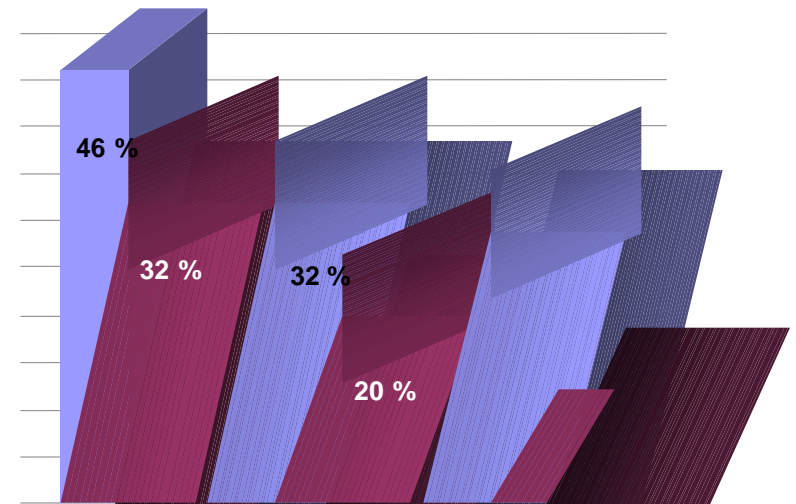
**... ARE ALSO
CHALLENGES FOR
MENA COUNTRIES**

The public sector plays an important role in MENA countries

- Large public sectors
- Centralised governments
- Complex regulatory structure and regulations
- Development and modernisation of institutions no priority in the past
- Limited attention to promoting voice and competition



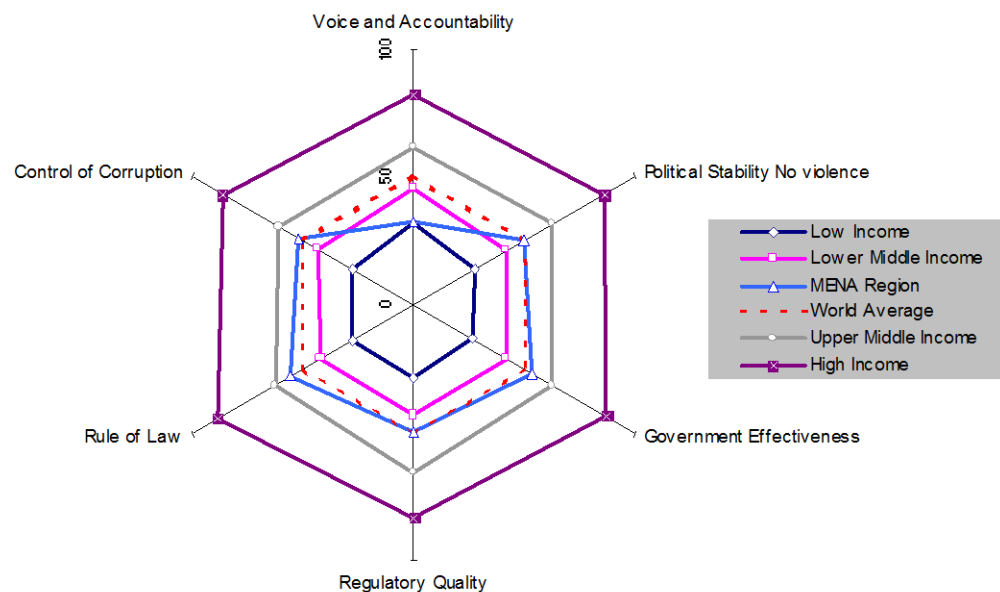
- eGovernment can ...



Voice and accountability fair relatively low in MENA countries

Good Governance Indicators

- **Voice and Accountability**
- **Political Stability No violence**
- **Government Effectiveness**
- **Regulatory Quality**
- **Rule of Law**
- **Control of Corruptions**



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What is eGovernment?

Objectives

- Application of MICT to improve efficiency and effectiveness (G2B and G2G)
- Create transparency and accountability of exchanges between governments and constituents (G2B and G2C)
- Empower citizens through access and use of information (G2C)

Benefits

- Re-inventing the business of government - new ways of integrating and using information
- Transforms nature of governance - new roles and relationships
- Provides the foundation of democracy - by informing and engaging citizens

Dimensions of eGovernment

**Insert Table (exclude
examples in last
column)**

- **Administration**
- **Economic**
- **Social**
- **Political**

Challenges facing the successful implementation of eGovernment,

- **e-leadership**
 - *is the leadership and strategic thinking ready?*
- **Connectivity**
 - *is the technological infrastructure ready?*
- **e-business climate**
 - *is the institutional infrastructure ready?*
- **eHuman capital**
 - *is the Human infrastructure ready?*
- **Trust, information security and privacy**
 - *is the legal infrastructure ready?*

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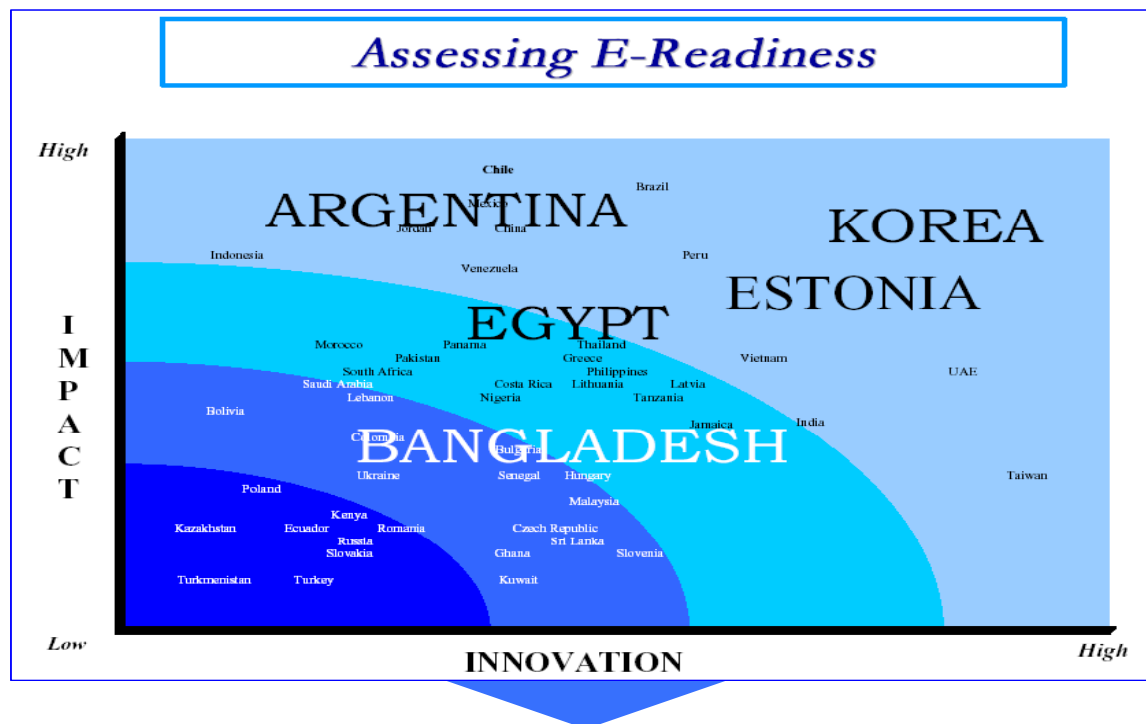
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Assessing e-readiness: MENA countries falling behind



MENA countries are the least ready for eGovernment

- Low innovation
- Low impact of technology
- Lagging productivity and competitiveness
- Dwindling role of public sector in technology acquisition and development

There is a need to work on a national and regional level

NATIONAL LEVEL

core components of successful eGovernment

- Leadership and Vision
- Resources
- Infrastructure
- Investment
- Legal & regulatory environment
- Institutions

REGIONAL LEVEL

Collaboration in the field of eGovernment across countries in MENA region to tackle digital gap

- Scientific and technical training
- Research and development
- Environmental issues
- Safety

Establish networked society to

- enhance inter-Arab coordination
- political stability
- strengthen democracy

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Institutional reforms are key to ensure that the benefits from eGovernment are achieved



- **Integration/ business process re-engineering**
- **Reforms in civil service**
- **ICT as new instrument for policy makers**

- **Government to Business: complement and harness private sector initiatives**
- **Government to Citizens: promote involvement and democracy**