

THE FUTURE OF E-GOVERNMENT: A UNIFIED CONCEPTUAL MODEL

Nurillo Tukhtasinov

Teacher of the Department of "Public Administration" of Tashkent State Law University

ABSTRACT	KEYWORDS
The revolutions in information technology and hyper-connectivity have profoundly changed the way citizens interact with governments worldwide. The challenges encountered in e-government implementations highlight the absence of a cohesive understanding of e-government as a field. This study introduces a comprehensive and unified conceptual framework for e-government, supported by extensive qualitative research, to outline the essential factors for successful e-government implementation. Through 168 detailed interviews with various stakeholders in India, the study characterizes e-government as a multidimensional concept with key components including customer orientation, channel orientation, and technology orientation. Building on theories of customer orientation and relationship marketing, the study identifies citizen orientation as the most crucial factor for successful e-government projects, followed by channel and technology orientations. It also examines the roles of the digital divide, economic growth, and political stability as moderators in e-government. Additionally, the study explores both tangible and intangible outcomes of e-government, with perceived privacy and shared understanding as moderating factors. The research concludes with theoretical and practical implications and suggestions for future studies.	

Introduction

Electronic government (e-government) utilizes information and communication technology (ICT) to deliver government services more efficiently. It presents governments with opportunities to enhance service quality, accountability, and efficiency (Alshehri et al., 2012; Dawes, 2009). Despite its potential, e-government has had mixed results, particularly in developing countries (Bélanger & Carter, 2012; Welch, Hinnant & Moon, 2005; Wirtz & Daiser, 2018). For instance, in many developing nations, e-government initiatives have often fallen short of their goals (Elkadi, 2013; Heeks, 2003a), with Furuholt and Wahid (2008) finding that over 60% of e-government projects in these regions did not achieve their intended outcomes. Specifically, 35% of these projects failed completely, while 50% experienced partial failures (Furuholt & Wahid, 2008). Elkadi (2013) argued that such failures result in significant resource losses and cascading negative effects, including financial debt, reputational damage, and political setbacks.

Addressing these issues is crucial for governments in developing countries, which need to understand and navigate the complexities of successful e-government implementation (Glyptis et al., 2020).

Article aims to address these gaps by integrating insights from both information systems and public administration into a multidimensional, multi-level framework for e-government. It focuses on understanding citizens' needs and expectations and includes perspectives from 168 stakeholders through a longitudinal qualitative study. Participants were selected using theoretical sampling, concurrent data collection, and constant comparative analysis. The framework was developed through triangulation of qualitative data and marketplace evidence.

Article conceptualizes e-government through three dimensions: empowered citizenship, hyper-integrated networks, and evolutionary architecture. It identifies the antecedents of e-government from the perspectives of citizens, channel partners, and technology. It also reports on both tangible and intangible outcomes of e-government and identifies five moderating variables: the digital divide, economic growth, political stability, shared understanding, and perceived privacy. As the first study to adopt a holistic approach incorporating multiple stakeholder perspectives and disciplines, it contributes significantly to the current understanding of e-government and lays the groundwork for future theory development.

The paper is organized as follows: the first section reviews the evolution of e-government literature and identifies key stakeholders. The next section describes the qualitative study, incorporating insights from policymakers and government officials. The study's findings are then triangulated with existing literature and marketplace evidence to propose a comprehensive theoretical framework. Finally, the paper outlines future research directions.

Methodology

This study used a literature review as its first step in identifying the factors that determine effectiveness and change management in order to determine the factors that determine the success of the study. In the following analysis, we analyzed some existing e-governance programmes in India and in other countries, using the data obtained from primary and secondary sources, for the purpose of analyzing some existing e-governance programmes in India and in other countries. This case study was conducted to determine the factors of effectiveness and change management and then a set of propositions was developed based on the findings of this study, taking into consideration the findings of this study. In order to test the propositions made in this paper, a questionnaire was developed so that an attempt can be made to implement a survey to test the claims made in the paper. As part of the development of a framework for the development of factors of effectiveness and change management in e-governance, three types of e-governance programmes, namely those for government agencies, users, and partner agencies, were taken up for the purpose of developing elements of effectiveness and change management in e-governance.¹ For the purpose of conducting the survey, the following groups were selected: Vendors (hardware and software), economists, Internal planners, External users of e-governance services, as well as Internal users of e-governance services for the purpose of the survey. The study included a questionnaire survey that was carried out on each of the individual groups and also on the entire group as a part of the study.

¹ A Study of the Impacts of E-Governance on the Economy, Trends, and Perspective (uni-muenchen.de)

Results and Discussion

The digital revolution has significantly influenced daily life and business practices, reshaping public sector operations. As a result, public administration must adapt to these changes to remain responsive, accountable, and efficient in the evolving information economy.

Government-to-employee interactions, such as those involving payrolls and pension plans, benefit from technological advancements, leading to improved labor market development and employee satisfaction. This, in turn, enhances national labor productivity. The new information technologies aim to move beyond traditional political communication methods, fostering a more informed and active citizenry.

While some elements of e-government have been implemented on a smaller scale in various countries, the full scope of e-government's potential benefits remains underexplored. Evidence from the research indicates that e-government not only reduces administrative burdens and costs but also enhances the quality of information and services. Additionally, it contributes to economic and social development. However, there are critical viewpoints regarding the need for substantial investment in digital government. Some argue that the benefits of e-government are not as compelling as addressing other pressing economic and social issues at the national level. This skepticism highlights the need for a balanced approach to prioritizing and investing in E-government initiatives alongside other critical national concerns.

Conclusion

For a society to function effectively, it relies on the flow of information and communication among its members. The availability of these elements can profoundly influence both its economy and governance. The widespread adoption of the Internet has transformed how information is exchanged, significantly impacting economic and governmental structures. When governments adopt appropriate strategies to align with economic issues, these changes can benefit society as a whole.

The challenges encountered in transitioning from traditional business models to e-business and from conventional governance to e-government are often similar across different countries, regardless of their development level. This study highlights the positive and strategic impacts of e-government on both the economy and society. E-government is seen as a catalyst for economic growth, providing new job opportunities in innovative sectors that offer digital content and services.

The paper also explores how e-government can reduce administrative costs and enhance efficiency and overall governance. It aims to share insights and experiences from those actively involved in developing and implementing e-government solutions with those who are less familiar with the process.

REFERENCES

1. Bannister, Frank, and Regina Connolly. "Defining e-governance." *E-Service Journal: A Journal of Electronic Services in the Public and Private Sectors* 8.2 (2012): 3-25.
2. Baisya, Rajat K., and Siddhartha Paul Tiwari. "E-governance Challenges and Strategies for Better-managed Projects." *Emerging Technologies in E-Government* (2008): 203-208.
3. Chen, Yu-Che. *Managing digital governance: issues, challenges, and solutions*. Routledge, 2017.
- Charalabidis, Yannis, and Zoi Lachana. "Towards a science base for digital governance." *The 21st Annual International Conference on Digital Government Research*. 2020.

4. Tiwari, Siddhartha Paul. "Emerging Technologies: Factors Influencing Knowledge Sharing." World Journal of Educational Research (2022).
5. Tiwari, Siddhartha Paul, and S. P. Tiwari. "Is export-oriented and currency dynamics-based Indian soybean revolution environment-friendly." Current Science 114.08 (2018): 1604-1605.
6. Tiwari, Siddhartha Paul, and Rajat K. Baisya. "E-governance and its impact on enterprise competitiveness: Trends, Status and Challenges." MDI, Gurgaon INDIA in Association with Australian Centre for Asian Business, University of South Australia, Adelaide, AUSTRALIA 1 (2014).
7. Tiwari, Siddhartha Paul. "Re-emergence of Asia in the New Industrial Era." Technium Soc. Sci. J. 29 (2022): 471.