- Government
Costs and Benefits
**Government**

**Definition:** Public sector use of information technology (IT) and communication technology as a tool to achieve better government by integrating government with citizens and businesses, and by improving access to information and the delivery of governmental services.

- Passive / Informative
- Enhanced / Informative
- Interactive / Transactional
- Integrated / Transformative
What do Citizens Want from E-Government?

1. Greater Access to Information
2. Convenient Services
3. Accountability & Transparency
3. Convenient Services

**On-line Bill paying**
- Cost Savings.
- Payment tracking.
- Quicker payments.
- $24.68

**Building Permits/Licenses**
- “Citizens on-line instead of in line.”
- Streamlines process.

**Citizen Requests**
- Easier interactions between government and citizens.
- Encourages more participation.

**On-line Applications**
- Saves money by reducing paper mailings. Quicker response times.

**Greatest Convenience of all:**
All e-Services can be accessed from any location with an internet or wireless connection.
2. Access to Public Information

Citizens → "C2G" → Govt.

Business → "B2G" → Govt.

Govt. → "G2G" → Govt.

"C2G" & "B2G"
- Databases
  - Community Info.
  - Agendas & Minutes
- Contact Information
- Civic Education
- Business Research

"G2G"
- List-servs
- Municipal Websites
- "Best practices"
1. Accountability and Transparency

- Greater Access to Information → more watchdogs
- If city’s actions do not align with documents then there is a basis for complaint.
- Citizens trust government officials more when they can see exactly what they’re doing.
Benefits Summary

- Makes government services more convenient for citizens.
- Greater access to all types of public information.
- More accountability and transparency.
- All of these benefits encourage citizen participation, especially at the local level.
Concerns/Problems with E-government

Security!
Accessibility!
Implementation!
Functionality!
Problems continued...

- **Security**
  - Lack of Privacy
  - Citizens worried about personal info getting out on the Internet
    - Govt. scares people more than businesses
  - Citizens less likely to trust information on Govt. websites.

- **Functionality**
  - Citizens are turned off by websites that don’t work
    - Navigation Issues
    - Download Issues
  - Upkeep can be a challenge for City Staff
Problems continued...

- **Implementation**
  - Costs money to start and maintain a website
    - Hire IT Department or private designers
    - Pay For Infrastructure and Software
  - Must train staff
  - Reluctance to change old ways

- **Accessibility**
  - Government
    - More participation → more administration
  - “Digital Divide”
    - IT Literacy an issue
    - Foreign Language
    - People with Disabilities
“Digital Divide”

“Being online is the norm – but it is *not* universal!”

Source: 2005 Pew Research Study
FOUR CORE VALUES

- Efficiency
- Effectiveness
- Equity
- Responsiveness
75,000-124,999 population:

1st Ogden City, Utah (tie)
1st City of Roanoke, Va. (tie)
2nd City of Independence, Mo.
3rd City of Orem, Utah (tie)
3rd City of Richardson, Texas (tie)
4th City of Olathe, Kan.
5th City of Westminster, Colo.
6th City of Arvada, Colo. (tie)
6th City of Pueblo, Colo. (tie)
7th City of Boulder, Colo.
8th City of Carrollton, Texas
9th City of Bellevue, Wash. (tie)
9th City of West Palm Beach, Fla. (tie)
10th City of Las Cruces, N.M.
References/Links to Explore

- http://www.whitehouse.gov/omb/egov/g-10-Section_841.html
- http://www.developmentgateway.org/e-government
Supplemental Information
Pew Research Statistics
Preferred Means of Contact, level of government  
(Government Patrons)

<table>
<thead>
<tr>
<th></th>
<th>State</th>
<th>Federal</th>
<th>Local</th>
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<td>Telephone</td>
<td>39%</td>
<td>38%</td>
<td>43%</td>
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<tr>
<td>Web site</td>
<td>24</td>
<td>31</td>
<td>18</td>
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<td>In-person</td>
<td>12</td>
<td>9</td>
<td>22</td>
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<tr>
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<tr>
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Success and Satisfaction: by education

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<tr>
<th>Educational Level</th>
<th>Last contact Successful</th>
<th>Satisfied with last contact</th>
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<tbody>
<tr>
<td>Less than high school</td>
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<td>66%</td>
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<td>High school graduate</td>
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<tr>
<td>Some college</td>
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<tr>
<td>College graduate</td>
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<td>80</td>
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Trends in general e-Gov use
(% of internet users who have gone to federal, state, or local Web sites)
Level of government people contact*

- State → 35%
- Federal → 32%
- Local → 19%
- Combination → 7%

* Based on contact within past year not related to mailing in a tax return
New Reality 3: People rely on the web to get government info

- 66% of internet users have gone to a government Web site
- Most find what they are looking for and were satisfied (esp. federal site visitors)
- 65% of internet users expect gov’t info to be on the Web
- 39% of all Americans (including 10% of non-internet users!) will turn to the Net first for next gov’t contact