

Theoretical Accessible Relationship of Good Governance with E-Governance: A Model Study

Nusrat Bano,¹ Muhammad Azhar,² and Hassan Zafar³

Article Information		Abstract
Received:	December 25, 2024	Theoretically, it is the associational discussion of various agents such as socio-political affiliation, better service delivery and participation but under broader perspective of two approaches: good governance and E-governance. E-governance is a course of action to achieve the characteristics of good governance. Governance is the methodological phenomenon that structured socio-political and managerial behaviour of the state. Tech capacity determines the ability of public authorities that how and to what extend citizens could be engaged into mainstreaming phenomenon of E-governance. Digital governance is the set of various entities such as E-participation, E-democracy, E-government and E-services. Both the combination of good governance and E-governance could explore the participative and deliberative behaviour of the country. It involves the various channels such as E-information, E-voting, E-participation, E-parliament and E-services which are the sign and symptoms of more and more participative and open governance.
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<i>E-Governance</i>		
<i>Good Governance</i>		
<i>E-Democracy</i>		
<i>Inclusiveness</i>		
<i>Participation</i>		
<i>Service Delivery</i>		

1. Introduction

Good Governance is an ideal entity which good characteristics of governance are applied. Most of the countries use this technique to run governing affairs smoothly and accurately. Accordingly, United Nations Development Program (UNDP) mentions five principles of Good Governance such as accountability, transparency, legitimacy, responsiveness and voices. Furthermore, it is associated systematic study of various agents such as administrative, social, political and economic which have been used to strengthen all segments of society. On the basis of respective discussion, various variables of good governance have been set to analyse the reason of practice of sound governance. It acknowledges the representative democracy and participatory governance as well as openness to actual performance of government under the obligations of democracy. Furthermore, Right to Information Act is an essential component to practice participation. According to "Right to Information Act" citizens have the right to get information from government departments. Good governance exists where equity and inclusiveness is present respecting all segments of society. Rule of law and equality have been guaranteed where democracy and characteristics of good governance and participation have prevailed and practiced in its true sense. Respectively, under participation, representation and services: electronic governance is a set of various parameters such as E-democracy, E-participation, E-information, E-government, and E-services. There are many qualities of E-governance which facilitate both

¹Visiting Lecturer, Department of Political Science, Government College University Faisalabad, Faisalabad, Pakistan. Corresponding Author. Email: nusratb82@gmail.com

²Assistant Professor, Department of Political Science, Government College University Faisalabad, Faisalabad, Pakistan. Email: muhammad.azhar@gcuf.edu.pk

³Graduated Student, Department of Political Science, Government College University Faisalabad, Faisalabad, Pakistan. Email: hassanalii0572@gmail.com

administration and citizens of the country. It de-valued the traditional behaviour of the bureaucracy and overcome the barriers of the corrupt practices. It promotes inclusiveness giving same facilities and opportunities to citizens without any discrimination. On that rest, E-Governance has capability to topple down traditional methodology in affairs of governance. Probably, role of society and shifting trend of public administration has shifted term “Government” to “Governance”. The innovations of communication and technology have offered new ideas to create new modes of governance and anti-corruption behaviours. Both developed and developing countries tied up the transparency under new laws involving internet-based initiatives. It guarantees good governance and establishes positive behaviour among different segments of the state. To perceived good governance through digitalization has become the vision of many countries of the world to enhance credibility and integrity of the public administration. The combination of ICTs and transparency lead to culture of sustainability and efficiency (Berto, Jaeger, & Grimes, 2010).

The main objective of the study is to understand the effectiveness of good governance through E-governance. The research has been used to examine whether E-governance is a good partner of good governance or not. As well as to what extend good governance has association with E-governance.

2. Literature Review

Malik, Gupta and Dhillon, in their article define the different dimensions and sources of electronic means including E-democracy, E-citizen, E-inclusion, E-literacy, E-services and E-government and E-participation. The authors used the term E-government under digitalization to deliver better service for the citizens. They discuss that the main purpose of the E-government is to talk to citizens, lead to citizens and to improve mechanism of services delivery. Moreover, authors also defined some challenges to implement the agenda of citizen-centric approach and E-governance in developing countries due to some technical and financial causes (Malik, Gupta, & Dhillon, 2014).

Faisal in his writing describes that corruption is the main cause of poor governance. It is considered contradicted to good governance. Due to that, developing countries including Pakistan could not practice good governance effectively. He explains the characteristics of the good governance which are caused of socio-economic development and rule of law. Furthermore, author discusses that corruption could be caused of various types of challenges including internal and external naming fiscal implications, inequalities and credibility of the state (Faisal, 2017).

Trotta in his book tried to explain the concepts of E-governance and E-government adopting new observations and techniques. He also observed that what is the role of deliberative democracy and participation of citizens under digitization. The author in this book defined both modern methods of deliberative democracy and means of democracy. The author discussed E-governance, deliberative democracy and voting process in this book in a comprehensive way. He also points out how emerging new techniques about to information and communication technology shifted the priorities of the sound governance converting it into governance to E-governance. Moreover, E-governance has been used as too to strength deliberative democratic framework through enhancing opportunities for citizens in the affairs of the state (Trotta, 2018).

Khan (2020) in his article describes the detail parameters of governance. He further elaborates that how good governance plays the positive role in the life of the citizens. The poor governance possesses the lack of rule of law, corruption, lack of accountability and lack of transparency. Some constitutional development including 18th amendment, Right to Information Act (2017), Right to Information Act 2013 of Khyber Pakhtunkhwa, Sind transparency and Right to Information Bill 2016 as well as Freedom of Information Act 2005 are initiative by the government to ensure transparency and accountability in governance affairs (Khan & Alam, 2020).

Lindgren and Jansson tried to define electronic services in perspective of good governance. The authors discussed various concepts and synonymous to describe E-services naming (i) service (ii) electronic (iii) public. Furthermore, authors described the fundamental differences between public and private organization explaining E-commerce, E-business and E-government. In this piece of literature, public

organization is associated with the services of citizens. The private organizations are nominally associated with private authorities and its main concern to run personal business interests only (Lindgren & Jansson, 2013).

John Carlo Bertot and Grimes in this piece of research examined the role of Information and Communication Technologies (ICTs) into E-government and step towards more transparent governance, collaboration of public administration and promotion of social media to safeguard the interests of the citizens. This paper also identified the challenges, potentials and initiatives to make government more responsible. The theoretical framework of the research has been designed to examine the interrelationship between social media, E-government, ICTs to boost up transparency into governance (John Carlo Bertot & Grimes, 2012).

Arfeen and Kamalin their article describe that E-government is considered an effective source for the government to provide high quality services to its citizens, businesses community and government institutions for the betterment of the whole society. Both authors tried to find out the responsible characteristics which provide healthy environment for good governance and successful implementation of E-governance (Arfeen & Kamal, 2014).

Kim and Lee examined the two concepts: citizen's participation and public transparency. Both authors observed relationship of citizens with policy making and relationship of transparency with government. Moreover, citizens participate directly (online) or indirectly (offline) in agenda setting, policy making, implementation and process of evaluation to make government affairs more transparent. On that result, the study found that more participation programs ensure the positivity of good governance and better access to public transparency and online participation. It could gain better result than offline participation in the line of local governance (Kim & Lee, 2019).

3. Significance of Study

This research is counted valuable because it provides strategic impact of digitalization on democracy and public administration and its adverse effect on betterment of the society. E-governance may be proved as a continued and sustained effort to stir up the sentiments of the public on a certain issue. By the dint of traditional paperwork, certain demands are not granted by the public administration. Digital governance improves the culture of participation and increases the chances of good governance in public affairs. For instant, through E-governance, remote areas of Pakistan such as Baluchistan could be included into mainstreaming participatory governance easily. Moreover, this study is more useful in the future especially to understand use of electronic voting machine (EVM) and be more positive to secure democratic governance across the world.

4. Research Methodology and Conceptual Framework

This is primarily a qualitative study based on secondary sources. Traditionally, the focus of the research is based on adoption of advancement and development of communication and technology. The following conceptual framework is designed in such sustainability parameters observing future orientation of E-governance with good governance. It has been designed to define the relationship of various variables in such a way that one variable impacts the others.

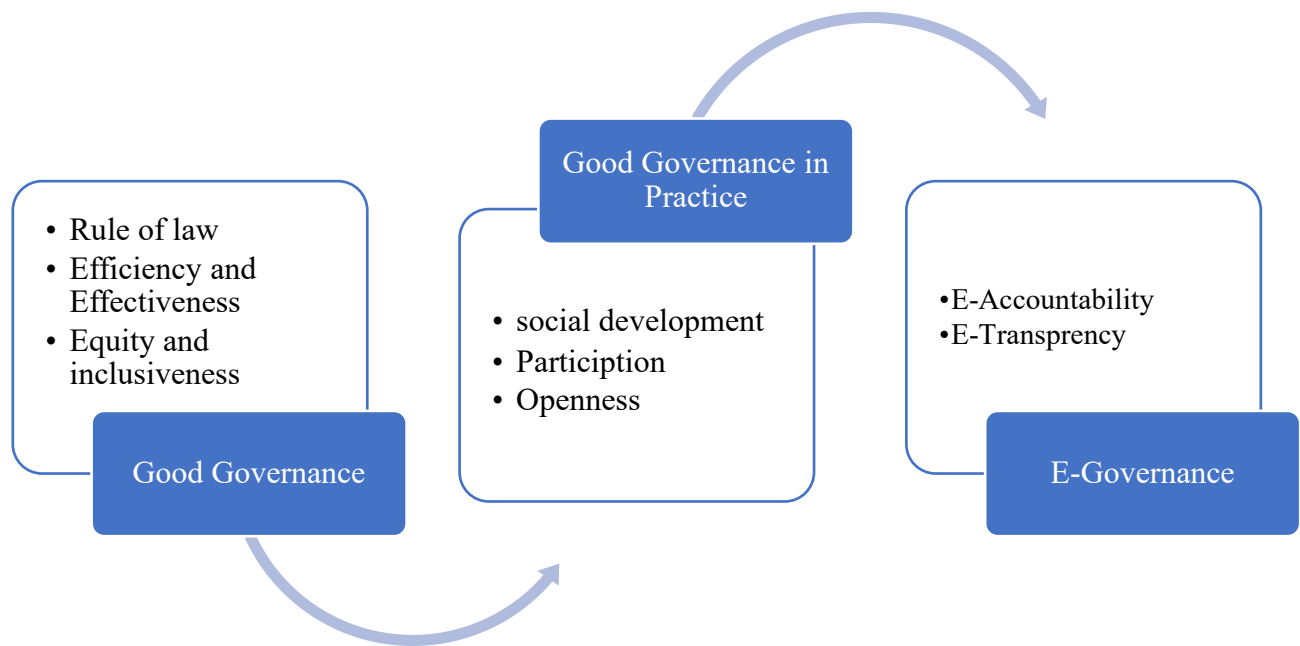


Figure 1: Model of Inter-relationship of Various Variables

Source: Compiled by author

5. Principles of Good Governance Approach

5.1 Good Governance and Rule of Law

The United Nations Organization (UNO) defined that rule of law is an essential principle of governing affairs in which all institutions, entities including public and private even state itself, are accountable to their hierarchy under giving laws. Those laws that are publicly promulgated independently adjudicated and equally enforced according to human rights norms and standards. For this purposes, some principles of rule of law has been followed likewise, supremacy of law, accountability to law, fairness of law, equality before law, separation of powers, legal certainty, legal transparency participation in decision making (Good Governance & the Rule of Law, 2015). Rule of law plays pivotal role providing legitimate authority to government. It could be said regulatory machinery to monitor action and decision of the authority. Without it, the quest of good governance could not be achieved (Mahmod, 2013).

5.2 Efficiency and Effectiveness and Good Governance

Efficiency is the essential component of the management to enhance sound governance and to reduce corruption. When services are provided efficiently, there are fewer opportunities for mal practices. Basically, efficiency exist, where rule of law are applied in all administrative affairs to fulfil public interests. For this purpose, ethical standards have been followed through training and education to meet the criteria of professionalism, transparency, impartiality and integrity. In the literature of management, effectiveness is the sources to measure the efficiency of the government and quality of the services, independence of management from political pressure and credibility of the government regarding policies. Moreover, effectiveness enables researchers to examine how size of government, political freedom, efficiency of public sector, provision of public goods affects the quality of government (Duho, Amankwa, & Musah-Surugu, 2020).

5.3 Good Governance and Equity and Inclusiveness

Both equity and inclusiveness exist where all members of the society possess equal opportunities. Although, it guaranties all segment of society but particular the most vulnerable segment to improve or maintain their wellbeing (Chepkirui, 2021). It is clear that good governance support equity and inclusiveness by integrating various segments of society. It is dependent on development of such women, poor and socially and economically backward people, without their progress real progress could not be achieved. Owing to it, their true representation in process of decision making is necessary (Devi, 2015).

5.4 Good Governance and Social Development

Social development exists where policy interest is more engaged collaborative and community focused. Government set policies to empower their people through devolution, stakeholder, partnership, social inclusion etc (Reddel & Woolcock, 2004). In broad perspectives, social development has been manipulated under various services supporting welfare programs such as social inclusion of people, social assistance services, older people and people with disabilities, employment and training services, health and education services, social housing, care for small children, and other activities such as sport and leisure etc (Hufty, 2012) But in narrow perspective, it is the matter of only health, education, immigration and minorities

5.5 Good Governance and Participation

The level of interaction and influence in process of decision making is characterized as citizen participation. Schlozman, Brady and Verba describe it, as any voluntary action of the citizens towards state and its management. Mostly, it is run by policymakers and local government agencies. It is the major perception to transparency and openness of policies of the government (Kim & Lee, 2019). Some theorist emphasis direct involvement and deliberative model of collaboration, while other favour indirect involvemnet. In one hand, indirect participation acknowledges representative democracy consisted on elected officials and professional administartors . On the other hand, direct participation suggests that citizens are the ownwer of the government and whole decision of state depends on will of the people (Callahan, 2007).

5.6 Good Governance and Openness

Open governance is seen as a goal, a virtue, a movement and a process or technological solution of citizens-centrism. Moreover, it is used as a guiding principle, fashionable label or an actual practice of government. Without it, democracy or Right to Information is a dream. It may contribute to build a conceptual framework for those who have interest in accountability, transparency and citizen participation. Theoretically, open government is an ideal to fulfil demands of the citizens by the government. So, it is a set of decisions, actions and tools that enable citizens to behave as central part of the governance. It is the resulted of expected benefits to fight against corruption, to promote empowerment of citizens.

6. Cycle of E-Accountability and E-Transparency as E-Governance

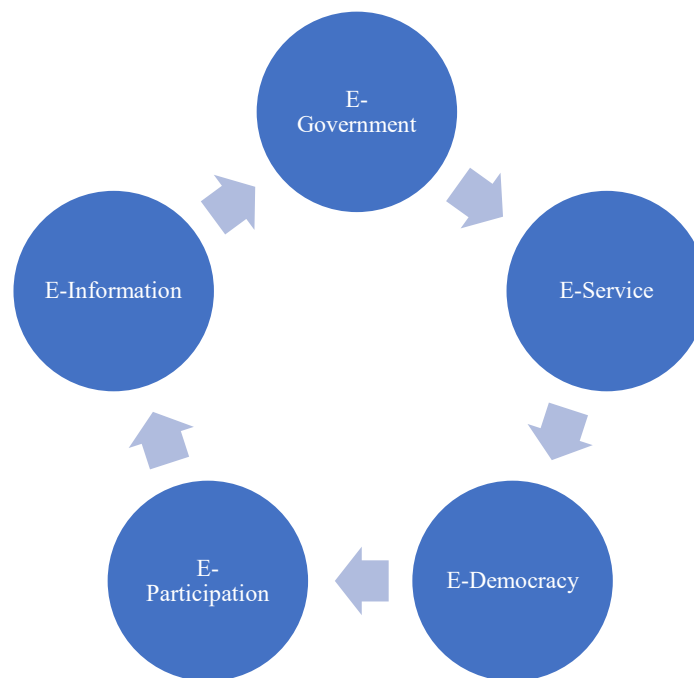


Figure 2: Cycle of E-Accountability and E-Transparency as E-Governance

Source: Compiled by author

6.1 E-Democracy

Democracy is a system where political power is exercised by the citizens. While e-democracy has been defined as use of ICTs to driven impartial decision making process smoothly. It includes all participants naming civil society, administration, politicians and to some extends economy. It develops the new trends from traditional media to electronic media and governance to electronic governance (Lindner & Aichholzer, 2020). Basically, E-democracy is a source to manipulate political information to enhance participation and communication. It is applied study of effective and sophisticated political culture and political discourses.

6.2 E-voting

Generally, it is referred to any methodology that is used to boost up transparent and quick way in voting process. It may use term electronic voting machine that counts and record votes in a specific public site through internet. But, most probably, it depends on type of election, whether, country involve elected, appointed or ordinary member of the public or members of government. It is mostly used in general elections. In broad perspective, e-voting is voting that involves electronic means. Moreover, it guaranties a modern image of virtual/digital governance. When it comes to very close to society, it considered positive sign of democratic system (Seuchter, Branley-Bell, & Proßnegg, 2021).

6.3 E-participation

According to 2020 UN E-Government Survey (United Nations (2020) describes e-participation as the "process of engaging citizens through ICT in policy, decision-making, and service design and delivery in order to make it participatory, inclusive, and deliberative." It is studied into both perspectives as intrinsic reasons and instrumental reasons. Likewise, intrinsic reason is based on idea consisted of civic participation and inclusive society while instrumental reason that favour accountability making administration more responsive to its citizens. In broad perspectives, e-participation is associated to enhance digital governance (Blanc, 2020).

6.4 E-Information

E-Information is as associational term of web forum, websites, newspaper and email, mobile phone applications as well as regional and local authorities to share information and data (Halachmi & Greiling, 2014). For instant, it may include information related to public transportation schedules, available e-service and recreational opportunities. It also includes update information on policies, regulation and initiatives. Under, citizens can check the honesty and credibility of the public officials safeguarding public participation. Implying it, citizens are recognized as biggest stakeholder of the governance playing critical and crucial role (Roberts, 2010).

6.5 E-Service

Electronic service has been used short term as e-service that refers to services over the information communication technologies. It has several types of applications and could be found under various disciplines but most prominent are e-business and e-government. E-services define as an instrument of use of communication technology to deliver better services both by the public and private agencies. It is associated with both e-government and e-democracy. In this context it is simply as interactive services of government using internet. Basically, e-services have been defined in the context of local opportunities such payment of taxes, renewal of driving licenses and application for business permits adopting communication means. Importantly, e-services have a great and effort and positive impact to improve public services providing citizens quick and easy access in all fields (Leila & Abdelhak, 2022).

6.6 E-Government

The government is considered as an ideal institution because of its activities and responsibilities such as to take care of its citizens and institutions. Now, it is associated with advanced technology naming e-government. The World Bank in 2005 defined, “it is the process of institutions using information technology (such as Internet networks, the broad information network), which has the ability to change and transform relations with citizens from access to information, which provides more transparency and more efficient management of institutions” (Leila & Abdelhak, 2022). UNESCO defines course of action of information and communication technologies (ICTs) is E-Governance. It makes sense of direct participation of citizens in the decision-making process regarding welfare, credibility and accountability.

7. Conclusion

The theoretical assessment of good governance through digitalization has ensured affiliation of both approaches is compulsory to practice positive behaviour in affairs of governance. The model study has promoted supremacy of rule of law and legitimacy under existing system. It guaranteed demand of citizens is the source of development of country. Due to it, study ensures that objectivity of E-governance depends on good feature of good governance such as provision of better service delivery, promotion of accountability, transparency and participation. It is suggested that countries must adopt notion of E-governance with the associational relationship of good governance to achieve more deliberative, participative, inclusive and legitimize model of the governance. Moreover, electoral reforms can become suitable to boost up process of democratization, but consultation and satisfaction of all stakeholders should become necessary. It is not only demand of the international community but also need of the hour.

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