

E-CORPORATE GOVERNANCE: E-GOVERNMENT

Issam MF SALTAJI, PhD Lecturer
Athenaeum University, Bucharest, Romania
createmyworld@mail.ru

Abstract: *Nowadays, there is a big question how the public institution can achieve a progress through implementing new information technologies in its performance, which is known as E-government. Governments are in hurry to issue development plans aiming social and economic developments. Due to that, the E-corporate governance is highlighted by academicians and searchers in order to restructure the public institutions in a way of assure responsibility and transparency and after that the academicians and the searchers want to take the advantage of new technologies. The article will try to formulate main principles of E-government and to determine the requirements and the ability of E-government besides highlighting its benefits.*

Keywords: *governance, E-corporate governance, economic development, E-Government.*

JEL Classification: *M4, M2, M11*

1. Introduction

The term of corporate governance has well-discussed and takes the advantage of the new technologies to have a new term called E-Corporate Governance which has a different segment with corporate governance. The corporate governance focuses on the internal productivity of firms when the E-governance concerns on servicing citizens. Due to that, developed and undeveloped countries have applied E-governance in different levels using technologies to present simply information for citizens (Krajewski, Larry & Ritzman 1996). Many of governments think about using positively the new technology to assure transparency with citizens for easy access for citizens' needs and give a good image of these governments besides other objectives. In the light of that, the

new communication technology has generate certain benefits for governmental public services, in the meantime, we should be aware that the E-government does not necessary mean the efficiency of using resources or productivity of a certain government. In addition, the E-government has many stages and procedures that can take times, which depends on the capacities and abilities in a country to another.

2. E-Government

There are many common terms for E-government such as E-Business, E-Management, Digital Government, and others. Indeed, E-government is one shape of E-Business that refers to transactions and procedures that serve public electronic services. The relationship among the government and its citizens can be noticeable when E-government is applied; crowed lines and bureaucracy are reduced to acceptable limits. In the developed countries, the E-government has been processed and developed in such a way that services are provided for citizens 24/7 and the governmental expenses are reduces. In the light of that, the E-government presents the electronic application in services leading for collaboration among the government and its citizens, and assuring the internal productive relationship between government institutions. In the light of that, E-government is based on internal changes in the government to develop the interaction and the communication ways with citizens. That means the governmental making decisions procedures, services and transactions should be reorganized electronically to eliminate handling time of citizens' transactions (Laudon, K & Laudon, J. 2004).

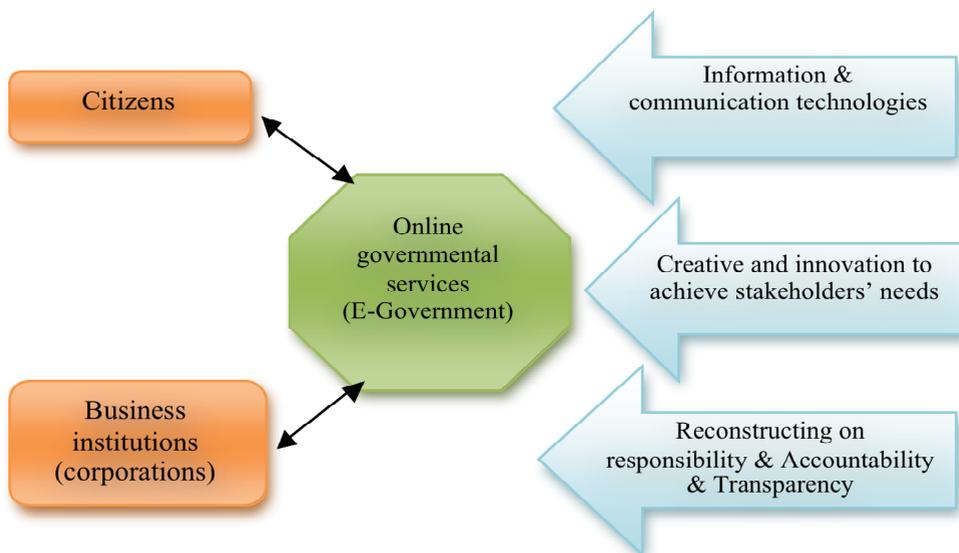
The importance of E-government becomes through achieving the real recognition about responsibility, transparency, and good justice. The appearance of E-government is considered as a part of the solution for the managerial and financial corruption in corporations and public institutions. Besides that, disclosure is an important principle for corporate governance and for E-government; the state is obligated to be transparency and to disclose important information that touch the life of its citizens. The direct service is a new important change in the whole reconstruction of delivering public information and services for governmental institutions in order to improve the services and information quality. Besides that, the E-government has an important role to relocate the extra finance in the public budget that means the expenditures are reduced and more dividends for new projects concerns on sustainability and development plans in accordance with the public interests (Lunnas 2000). The strategic objective of E-government is to support

and simplify the governmental services for all stakeholders such as public institutions, citizens, corporations, and related firms, and that can be happen efficiently with adopting new information technologies.

The internal effects of E-government is touchable even it is not seeable for other stakeholders such as citizens such as a quick making-decision, transparency, responsibility, efficiently and productively. Consequently, the citizens are more satisfied on the governmental performance especially the information productivity is increased and the information cost is reduced besides the easy-access to information. Accordingly, the E-government establish a new form of collaboration among governmental institutions concerning on many sides and especially on exchanging information. Overall, E-government attract more national and international investors since creating an investment atmosphere is an important for governance and any government, in addition, the government is able to use the national resources wisely.

3. E-government Model

Determining the model of E-government presents the creative working model based on new information technologies besides transparency, responsibility, and accountability. Any model of E-government concerns on serving the stakeholders' needs such as citizens, corporations, and public institutions taking in consideration the specialty of each stakeholder separately.



Source: created by the author

Due to a fact that, E-government means that the government must be online to offer services for citizens and corporations with a summary about the governmental institution that provides the online services. Accordingly, the direct contact is available through search options, uploading documents, and sending emails. That means the citizens add value for the government performance. That requests a new communicating culture among the government and its citizens with implementing information and communication technologies, and that needs a qualified staff to handle analyzing stakeholders' requests, managing information and acknowledgement, and technical developments besides development communication system.

4. Basics for successful E-Governmen

The E-government refers to the new changes of the communication possibility between the government in one side and citizens and corporation in another side. Thus, issuing a comprehensive strategy is the core stone that includes development plans for governmental management and environment responsibilities besides economic responsibility. In the light of that, strengthening the citizens' ability is strongly demanded to achieve the a successful e-government. Citizens must be aware about the new way of government serving also citizens must understand how that is useful to achieve their needs (BIS 2015).

- Improving management process: since the e-government is focusing on the citizens and corporations needs and that mean the governmental management must be improved to understand the possibility of achieving needs of stakeholders in accordance with adopting the new information and communication technologies. That leads the government to assure transparency and accountancy, which are important elements of any model of corporate governance (Laudon, K & Laudon, J. 2004).
- Management leading: the e-government will force the government to change the standard procedures of selecting managers and top-level members of the governmental management due to new qualifications besides the classic ones.

These two points are the main challenges in many countries in the third world countries such as India and many rich countries in Eastern Europe, Middle East, and Africa.

- A clear strategy: The strategy of switching to e-government must be clear through determining objectives and standards and that should

be matching with the new technologies and the economic and natural resources, which are available for the government.

- Collaboration with the society: e-government assures the social responsibility of corporate governance; therefore, communicating and collaboration with citizens and business are so essential. Accomplishing the needs of stakeholders; citizens and corporations, is the core stone of e-government and in order to manage that the government may provide courses and allow new technologies to be used by stakeholders to determine the real needs and the measure of efficiency of providing services through e-government.

5. The strategic changing of E-government

Applying e-government besides corporate governance principles will lead for a strategic movement of the government's activities and bring strategic benefits for all stakeholders as the following:

- Closing the gaps among the requested and available skills: the e-government requests certain skills in management, marketing, technology and economic besides others as well. Moreover, these skills are renewal and changeable from time to time and due to that, there is always a need to develop the skills of the community besides the employees and that serve the sustainability of the human capital.
- Bring closer the expectations and recognition of citizens: that is a strategic movement that leads to reduce the serving cost and also achieve the exact important needs besides that bring the stratification of citizens to an acceptable level.
- Reaching stakeholders; citizens and corporations: the handling time for citizens and corporations to manage their needs is reduces with ability to check the status of their governmental transactions, which is important to assure transparency.

Computing and transferring data to hard and digital copies in governmental institutions is strongly requested in e-government (Laudon & Laudon 2004).

- Deloit Institution Study: this study has scanned 275 corporations and economic institutions in USA, Australia, UK, Canada, and New Zealand to determine the vision of the top-level management of those corporations and institutions regarding development and strategic changes of e-government and governance. As results, governments have involved e-government in their managements, and they were succeed to

achieve several benefits; such as good productivity of information and reducing complains of stakeholders (Laudon, K & Laudon, J. 2004).

- Prentice Hall Study: the study was made in 2004 in USA, it concerned on citizens and governmental employees besides private corporations, and NGOs. The results was that government was working hard from government to achieve the maximum benefit of e-government besides governmental investing in community and new technologies to move to another level of the collaborating among the government and other stakeholders; citizens, institutions, and corporations.

6. Corporate governance and E-government

In the light of that, the efforts of governments at the global level is noticeable to apply new information and communication technologies and to reconstruct their managerial procedures of making final decisions in order to the interests of stakeholders; citizens and corporations, in a productive and quality possibility which is available for these governments. Because, the e-government is able to solve certain issues that governmental institutions are suffering with such as bribing, taking the advantage of a state position, late handling time for citizens and corporations transactions, and as a result of that, the morality in the community will increase and achieve corporate governance (Ribas Ferrer 2014).

In addition, corporate governance and sustainability are presented in e-government, which assures the best use of the nature and human capital, besides, the long term invest in developing or adopting new technologies and that close the gap among the stakeholders needs and the capacity of the government.

Social responsibility of corporate governance is included within e-governments, which forces the governments to increase the level of managerial profession of state employees assuring responsibility and accountability. With the structure of e-government, the employment process is change through choosing qualified people to work and reduce undercover unemployment. That leads to create new positions and new careers besides attracting citizens and states members to develop their skills (Ribas-Ferrer 2014). In accordance with that, all employees are useful and that allows to the government to gain funds back, and in its turn, these funds can be used to develop important projects to assure the social and environment responsibilities. Corporate governance assures transparency as a main governance principle and with e-government, transparency is assured through the one-open-window.

7. Conclusion

E-government is can be considered as result of combining the principles of corporate governance, and new information and communication technologies. Besides that, it ensures that the interests of stakeholders, citizens and corporations. Accordingly, the government is obligated to prepare the important elements for new basic structure to reach e-government through the accessibility for information and communication technologies transferring information and data to and from stakeholders and to governmental institutions. That means; government should develop sustainably technologies and activate the private sectors; companies, NGOs and corporation to take a roll in that as assuring the social and environment responsibilities. Due to that, public and private investments are issued to develop the technologies, also to prepare the community; citizens and corporations; to e-government. These investments are for a long term in accordance with saving the available nature resources and develop the human capital.

Applying e-government may be crashed with the willing of politicians and certain governmental regulations; therefore, reconstructing the procedures of decision-making must be done besides new procedures of hiring state's members and employees. This reconstruction must also be done in the community to encourage people to adopt new information and communication technologies through courses organized with private sector and through showing the benefits that citizens will achieve when they are digit citizens. An important point appears with this step of reconstruction, which is information privacy. The government is obligated to issue regulations to assure the information protection that has been shared by citizens and corporations to create a trustful atmosphere among all stakeholders; government, citizens and corporations, also to assure transparency and responsibility of government in front of the community. In the light of that, new careers are issued and people become more intellectual with an acceptable awareness for their rights and the way that they are served.

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