## Potentials of e-government

**SAWATDEE KA**"

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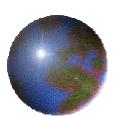


Challenging for developing countries to catch-up with globalization and new itechnology Develop knowledge-based society in Asia

**Proposal for e-ASEAN** 

- Promote better understanding and cooperation among member countries
- Move ahead with changing world
- Prepared for free trade zone
  - free trade (zero tax rate)
  - equal trade & services
  - open investment
  - work permits for workers





The Royal Thai Government commits to promote e-Thailand and e-Asean

Working with other countries in Asia (e-ASEAN Policy for Asean Free Trade Area and Asean Investment Area)



Computers 1963 2 1975 30 1986 1,264 2000 95% of public offices 17.24% documented data 11.11% all computerized

# **OPercentage of IT Used by Sectors**

	Public	State	Private
	Sector	Enterprises	Sector
PC	95	100	100
Mini	52	63	50
Workstation	19	75	25
Mainframe	14	63	33
LANS	29	75	50



### The Reasons for e-Government in Developing Countries



- Increasing efficiency
- Manage information and data
- Information services
- Communication (inter & intra)
- TransparencyPeople's participation

# **6** "4R" Quality for e-Government

# <u>Red-tape reduction/One-stop</u> service <u>Rapid response</u> <u>Rural coverage</u> <u>Round-the-clock</u>







By the year 2010, each ministry will have at least one "4R" public system offer a rapid response, one stop, round the clock service covering rural area.

### **IT for Good Governance: Measures**

#### National IT Committee and CIO

- Manpower strategies (training, career path, pay, long distant learning, and new regulations)
- Information network (data directory, quality, standard code, accessibility, secrecy, and regulation)
- System management (executive utilization, software library, outsourcing, IT hotline)

Current problems of e-government

- Peopleware (executives and staff)
- Limited budget
- Rigid regulations
- Obsolete software and hardware system
- Variety of system
- Different type of database
- Under utilization
- Language barrier (rural area)

# Challenging Issues

Linkage
Sharing data
Provide quality service
People's participation and accessibility
Ensure transparency
Equity and citizen right to information

# **Reaching Rural Community**

- Infrastructure (electricity and telephone line)
- High illiteracy rate
- Limit technology know-how
- Small demand and supply (rural people)
- High costs for poor countries
- Climate and culture (don't like to read and write)





# The next generation will be better

...rapid expansion of computer courses in schools throughout the country... ...increasing market demand for high tech. and computer literate workers...



## "Kob Khun Mak Ka"



## Thank very much

Dr. Orapin Sopchokchai March 12, 2001



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