Contribution ID: **4**   Type: **not specified**

E-government Model to Improve Public Service Delivery and Citizen Participation: A Strategic Implementation Roadmap for Somalia

Research Statement

E-Government is a global trend with a wide range of benefits if it's implemented most optimal way. Regardless of their financial capacities, all countries have proved the significance of investing in e-governance systems in their national agenda priorities. More specifically, a number of African countries has been progressively emerging for the last ten years in developing an e-government system that could improve public service delivery and accountability.

Most developing countries in Sub-Saharan Africa and, more specifically, Somalia, have many challenges in delivering public services to their citizens with transparency, efficiency, and accountability. According to Transparency International, Somalia has been ranked the lowest country on the Corruption Perception Index (CPI) rating for the last 15 years, underscoring a need for urgent action. This had been a significant challenge failed by every administration since Somalia's state-building re-emerged in 2000 after the collapse of the military government in 1991.

Another outstanding issue that the Somali government continuously was unable to improve is protecting its citizens' lives, whether defending themselves from the heinous terrorist attacks or other forms of crimes that routinely cause the loss of citizens' lives and properties.
One of the key factors to these challenges that kept the Somali government serving its people with transparency and accountability is poor governance and dishonesty. This is where technology could play a significant role, intervening in human shortcomings and dishonesty. Integrating Information and Communication Technology (ICT) with government administration has been tested and approved by many developed countries as the critical success factor for a government administration that is trusted and close to its citizens.

This study proposes a strategic implementation roadmap of the e-government model based on the local Somali context to improve the stagnant country's public service delivery and citizen participation in the government process. More specifically, this paper will present an e-governance framework suitable to leapfrog the challenges in public service delivery and showcase the necessary steps and strategic approaches to implement a comprehensive and effective e-government ecosystem in Somalia.
Keywords: e-government, Somalia, e-participation, e-society, Public Service Delivery

Primary author: SIYAD, Ahmed (SomaliREN)

Presenter: SIYAD, Ahmed (SomaliREN)