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eGov Conference 2024

Smart Governance with GovTech

Enhancing Citizen Experience and Engagement

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The concept of GovTech

GovTech – Another Buzzword?

Context

GovTech components and enablers

What changes for you?

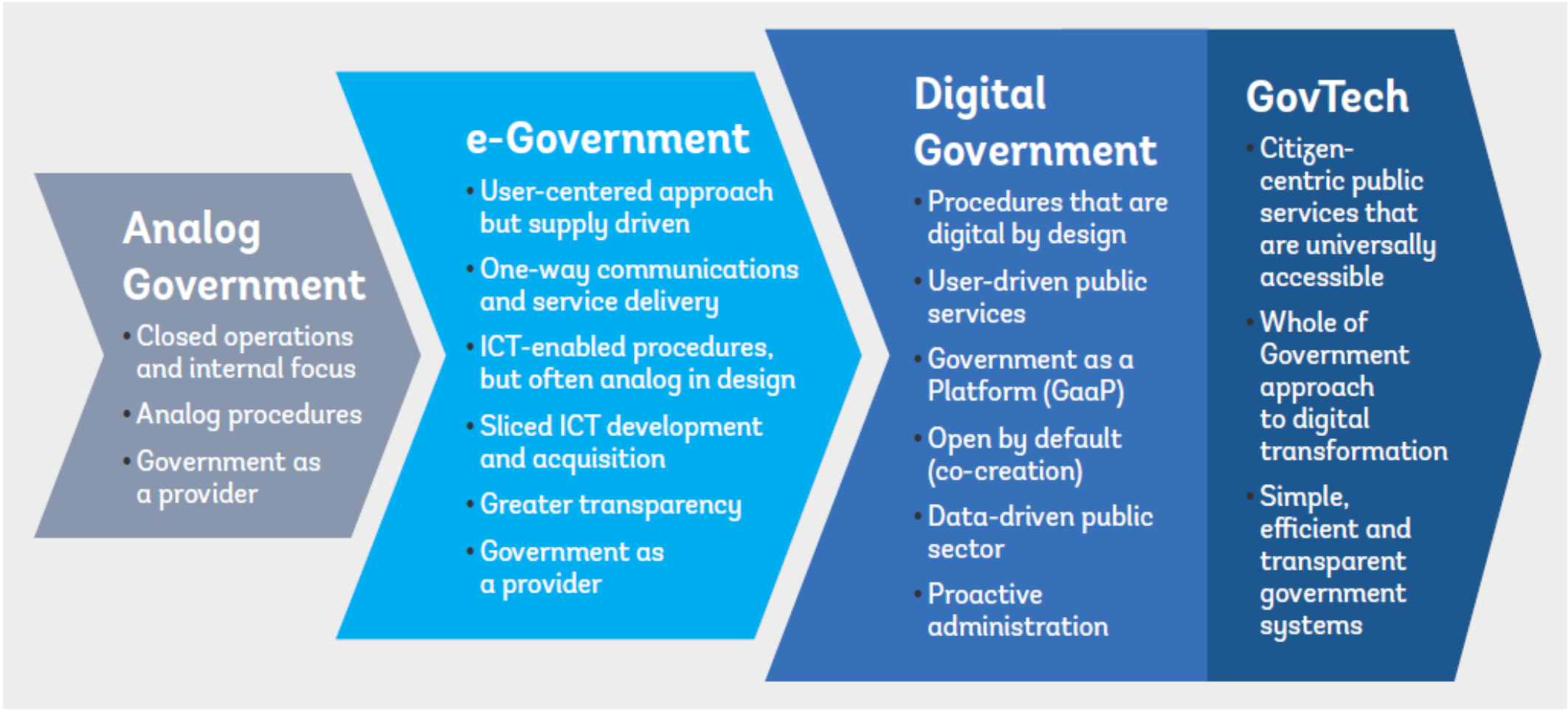
GovTech in the post-COVID context

- The world is facing a reversal of fortunes in its fight against extreme poverty because of the COVID-19 pandemic
- The capacity of governments to respond to the COVID-19 related challenges is stretched
- In parallel, citizens' expectations of their governments are rising, with potential for social unrest and instability
- These developments have led to consistent decline in the public trust
- Governance issues are at the heart of this growing mistrust

GovTech offers unprecedent opportunities to address mistrust and improve governance by addressing the ability of the government to deliver to citizens the public services they need at the quality standards they expect

Source: World Bank 2022

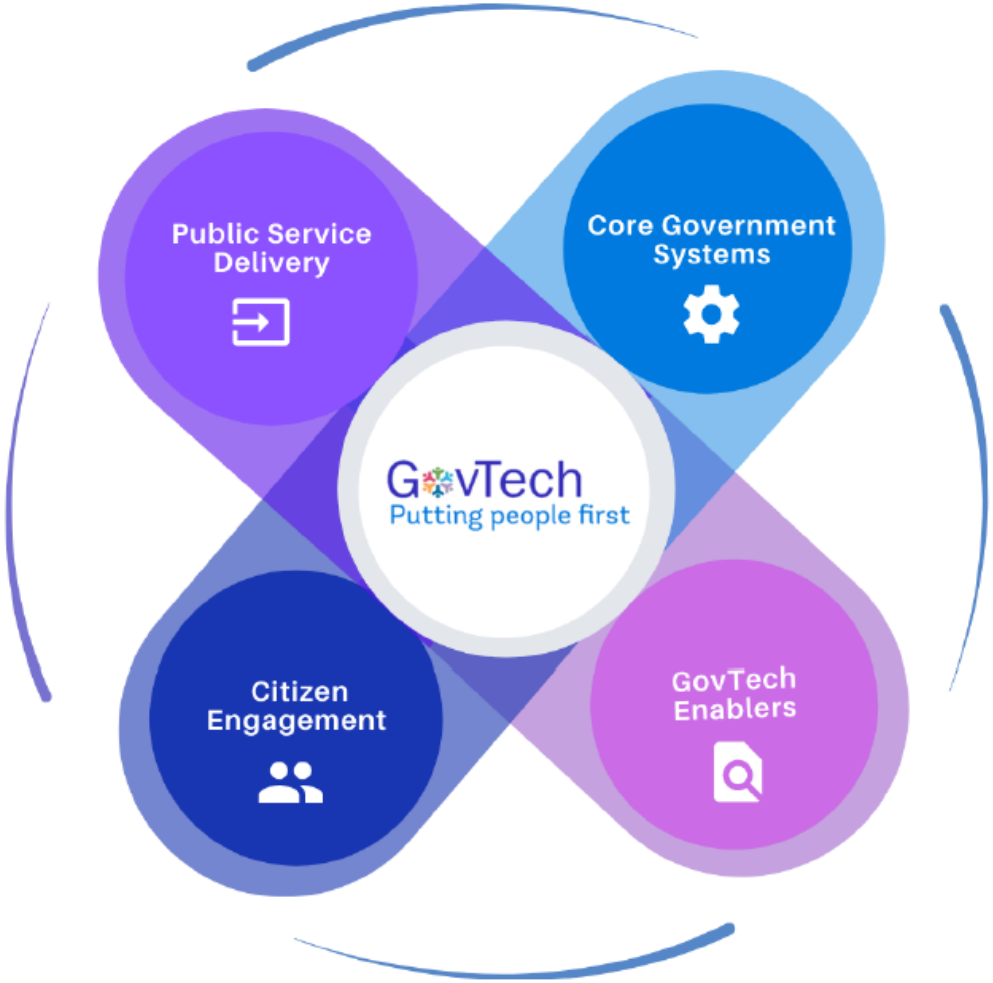
GovTech is an evolution of Digital Transformation of the Public Sector



Source: UN EGDI, 2020.

GovTech focus areas

- Citizen-centred **online services** that are simple, transparent, and universally accessible
- Modernization and integration of core government systems using **digital platforms** and data that are interoperable and secure
- Leadership, institutions, regulations, and skills are critical enablers for the GovTech
- Developing and deploying CivicTech tools for citizen feedback and complaint handling mechanisms



GovTech maps Digital Government components

Digital Government

Whole of Government Approach

Modernizing Core Government Systems

IFMIS, e-Procurement, Tax admin systems Payroll, HRMIS CoG, Sectoral MIS, National Statistical Systems

Digital Public Service Delivery

On-line Services (e-Services G2C, G2B), Mobile apps, Portals, Civil Registration and ID

Citizen Engagement

CivicTechm, Open Government, Open Data

GovTech Enablers

Leadership, skills, institutions, innovation in the public sector, Data generation privacy and security

Source: UN EGDI, 2020

GovTech involves a paradigm shift

- Procedures that are **Digital-by-Design**
- **Government as a Platform** - create seamless interactions for citizens across agencies at the national level.
- **Data-driven Public Sector** – use data and intelligence to improve policy making

Thank You

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