E-government in latin america: a systematic review

Gobierno electrónico en América Latina: una revisión sistemática

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ABSTRACT

 Electronic government, or e-government, is the use of technological communication devices, such as computers and the Internet, to provide better public services to serve citizens and the development of the country as a whole. E-government is not just something related to online procedures or organizational or process restructuring. It is a sociological and political conception that today does not seem to be conceptually present in a clear way. These experience models can serve as a basis for the development of similar solutions in other countries, taking into account the importance of the use of ICTs to increase the efficiency and effectiveness of public functions, facilitate the government-citizen relationship and strengthen national strategies to promote transparency and integrity. The use of technological tools also fosters the development of a knowledge society, which is an essential condition for achieving the social, economic and political goals of countries. In it, governments are committed to identifying ways to use information and communication technologies to promote, in particular, the modernization of the State, and with them, greater efficiency and transparency in the management and provision of services in the public sector, in order to meet the needs and aspirations of all people. The information related to the countries has been provided and/or validated by the national authorities in charge of these issues.

Keywords: e-Government, e-commerce, e-business, e-commerce

RESUMEN

El gobierno electrónico o e-gobierno (en inglés, e-government), es el uso de dispositivos tecnológicos de comunicación, como computadoras e Internet para proporcionar mejores servicios públicos al servicio de los ciudadanos y el desarrollo del países en su conjunto. Gobierno Electrónico no es solo algo relacionado con trámites en línea ni reestructuras organizacionales o de procesos. Se trata de una concepción sociológica y política que hoy no parece estar conceptualmente presente de manera clara.   Estos modelos de experiencias pueden servir de base para el desarrollo de soluciones similares en otros países, teniendo en cuenta la importancia del uso de las Tics para incrementar la eficiencia y efectividad de las funciones públicas, facilitar la relación gobierno-ciudadanos y fortalecer las estrategias nacionales de promoción de la transparencia y la integridad. El uso de herramientas tecnológicas fomenta además el desarrollo de una sociedad del conocimiento, la cual es condición primordial para alcanzar las metas sociales, económicas y políticas de los países. En ella, los gobiernos se comprometen a identificar formas para utilizar las tecnologías de Información y Comunicación favoreciendo, de manera especial, los procesos de modernización del Estado; y con ellos, una mayor eficiencia y transparencia en la gestión y en la provisión de servicios en el sector público, con el fin de satisfacer las necesidades y aspiraciones de todas las personas. La información relativa a los países ha sido proporcionada y/o validada por las autoridades nacionales a cargo de estos temas.

Palabras clave: Gobierno Electrónico, comercio, electrónico

1. Introduction

Latin American countries are becoming increasingly aware of the need to integrate into multilateral governance networks.

Scenarios and perspectives of e-government in Latin America and the Caribbean
By: Gonzalo Diéguez| José María Gasparín | Jimena Sánchez |Lorena Schejtman

In this sense, they have tended to link up by fostering the creation of institutional ties adapted to their particular priorities. These relations are defined, however, under the decisive influence of the United States, which sees in Latin American nations the sure expansion of its economic hegemony. Paradoxically, the experience of the European Union is in itself a powerful reference for Latin American integration and could become a channel of access from Europe to Latin America.

E-government is a recent invention, whose origins and definition are associated with the debates surrounding the reform of public administrations during the 1980s and 1990s (Menzel, 1998: 445-452).

In Latin America, the first e-government initiatives were implemented towards the end of the 1990s. These projects followed the same guidelines of e-government worldwide and were mainly aimed at making budget execution, financial administration and customs and tax management more efficient. Within the general framework of administrative reform, they incorporated the use of ICTs to put an end to the "file culture" typical of the region, characterized - among other things - by the lack of coordination of budgetary, accounting and treasury record systems, the absence of programming and information mechanisms, the lack of coordination between the enactment of laws and budgetary cycles, and formal ex-ante control structures that operated months behind schedule. Examples of this type of project are the integrated financial information systems in Argentina (SIDIF), Chile (SIGFE) and Uruguay (SIIF), and the customs management systems MARIA (Argentina), LUCIA (Uruguay) and ISIDORA (Chile) (Frick, 2006).

This section presents a systematized collection of experiences in which information technologies are used to support government activities (e-government) that are currently being implemented in the group of countries included in the guide: Bolivia, Chile, Colombia, Ecuador, Peru and Venezuela, Honduras, Nicaragua, Panama, Mexico, Guatemala and Costa Rica. Information on the state of progress in the use of new information and communication technologies (ICTs) applied to public administration in these countries is thus made available to the authorities and users of the Guide.

Contemporary societies are exposed to complex phenomena such as globalization and the accelerated advance of information and communication technologies (ICT).

E-government: State, citizenship and democracy on the Internet? Juliá Massal Carlos Germán Sandoval. Undoubtedly, the possibilities for social participation in public affairs and political decision-making are strengthened by ICTs, giving rise to what is known as e-governance (Frey, 2005). Given that it promotes greater intervention in government management, governance proposes an organizational structure based on the network model, in which ICTs "represent a potential for promoting electronic networks in the urban space, guaranteeing greater interactivity among local actors, expanding public participation and strengthening local democracy" (Frey, 2005, p. 111).

E-government in Latin America from a critical perspective1 Ángel Páez The concept of e-government began to be used at the end of the 1990s, linked mainly to the promotion of a more transparent and efficient administration through ICTs. E-government: from the new public management to governance Jaime Torres Fragoso*Electronic Government as the opportunity to develop close relationship between the state, citizens, governments and private institutions, through ICT, allowing the impact and compilation of communication and benefits both inside and outside the domain for the provision of services, resolution making and accountability of relations, The health directorates with which they implement, execute, control and adapt government policies, applying them to promote the direction of benefits with impartiality and clarity, providing comprehensive user care effectively at different levels of care with a network approach through a process of continuous improvement of quality and human resource development to achieve a healthy community.

The study of e-government has grown exponentially in recent years, and has been consolidated in several annual conferences, specialized journals and the publication of books focused on the subject.

This growth, which implies a certain theoretical pluralism, conditions the concept and makes it volatile. Thus, it is possible to find different conceptualizations of e-government; however, the specialized bibliography tends to highlight four common elements for its definition:

a) the use of tic,

b) the presence of government actions, such as the provision of information, goods and public services,

c) the improvement of the relationship between government and citizens, and

d) the existence of strategies to create value among participants.

E-government or e-government. Public policies and efficiency of e-Government under the social perspective. Dr. Cesar Vargas Diaz.

Electronic Government (hereinafter EG) is the transformation of the entire government as a paradigm shift in government management, it is a management concept that merges the intensive use of ICTs, with modalities of management, planning and administration, as a new form of government. From this point of view, GE is based on and supports its application in Public Administration, aiming to contribute to the use of ICTs to improve services and information offered to citizens and organizations, improve and simplify institutional support processes and facilitate the creation of channels to increase transparency and citizen participation.

E-government is a seemingly inevitable public policy tool that transforms government action and the professional practice of social work. Based on the ethical and political challenge implied by the professional practice of social work, a critical analysis of the interpretations of e-government as a neutral or ideologically determined tool is presented. Its relationship with power and its negative effects on citizenship are also discussed.

For Gartner Group, "E-gov.... is a continuous innovation of services, citizen participation and governance by transforming external and internal relationships through technology, the Internet and new media" (Abraham, 2001).

The poor relationship between the institution, citizens and users of the different services they provide, which, through information and communication technologies (ICT) can bridge the gap since they have been put at the service of an original type of public management, characterized by assistance to the population, professionalization of management, and efficiency, quality and continuous improvement of processes.

From Theory to Practice by María Érick (consultant) General Supervision Miguel Porrúa (SEDI-OAS E-Government Coordinator) Editing Roberto López (GEALC Network Manager) Support Karina Sánchez (Gael Network) Graphic Design Andrea Amendola

Information and Communication Technologies (ICT) have been determinant in the implementation of Electronic Government, being considered among the main concerns of governmental entities, underestimating the value of information. Torres, Vásquez, Viloria, Amelec INFORMATION MANAGEMENT AND QUALITY IN ELECTRONIC GOVERNMENT (2017) Given the importance of Electronic Government in today's society this paper aims to review the role of information, its management and quality in the provision of public services under this modality. A literature review is conducted on the definitions, characteristics and opinions of different authors regarding the implementation of E-Government. The results of the research highlight the importance of attending to information management and its quality, together with ICTs, in the processes involved in E-Government, which together have a positive impact on the quality of the service provided and on the efficiency and administrative effectiveness of public institutions.

Others such as Castoldi (2002:112) consider that the concept "includes all those activities based on modern information technologies, particularly the Internet, that the State develops to increase the efficiency of public management, improve the services offered to citizens and provide government actions with a much more transparent framework than the current one".

Rodriguez (2016). E-government: Towards the modernization and transfer of public management The great need of governments to streamline, optimize, make more flexible, transparent and cheaper processes and/or activities of the public system, has motivated the accelerated and substantial use of information and communication technologies (hereinafter ICT) for the development of increasingly complex applications, necessarily supported by dedicated architectures, specially designed to work in the most optimal way, integrating systems, using the best management tools and developing models suited to government needs, creating compatible platforms that solve issues such as interoperability, compatibility, access, security, among others.

Impact of E-Government on Public Management in Ecuador by Ricardo Alberto Arcentales Macas and Elías Gamboa Poveda

Finally, it can be said that e-government implies the restructuring of public services, a strong investment (human, budgetary and in information and communication technology equipment) by administrative agencies at all levels, as well as cultural change, which is a key factor for the successful implementation of e-government.

E-government as a technology for social inclusion. Reflections from Social Work RevistaKatálysis *On-ine(2018)* E-government has evolved since the 1990s as a state support tool to develop its service function to citizens. Within the growing tendency to apply classic concepts of private management in the public sphere, it is key to identify Information and Communication Technologies (ICT) as a supporting element and not as an end, so that they support the decision-making process executed by public managers.

However, it does not mean that automating or installing appropriate software and hardware everywhere, both in the public administration, which is known as Intranet communication, and connecting with citizens through the web, is enough to speak of e-gov. It will be necessary to allow a genuine exposition of criteria, solutions and deliberations on the social, economic, legal and political reality of a country so that a transparent and efficient government/administrated relationship can be initiated.

Models and phases of E-Government: the linear in debate A series of works contributed to the adaptation or extension of linear models to the generalized and accepted frameworks among intellectuals and those responsible for e-government today. The texts by Bellamy (1998), Bakio (2001), Yong (2003), Andersen and Henriksen (2006), which classified the types of actors and relationships, as well as the phases of the linear model for the implementation of e-government, stand out. The classification of actors involved in e-government was based on the links between government and its public environment (G2G),

government and business (G2B), and government and citizen (G2C). Each linkage between the actors gives rise to the characteristics of the levels of implementation of e-government.

What is E-Government? UNMSM-OGPL-OEI
Phases of e-Government development.
The development of e-Government is an evolutionary process, comprising at least four phases:

Presence, Interaction, Transaction and Transformation.
A. Presence, a phase in which governments put online basic information about laws, regulations, documents and organizational structures, without further relationship with citizens.
B. Interaction: In this phase the first interactions between citizens and companies with the government are generated. Government processes are involved by improving and simplifying them, opening certain communication channels for citizens, businesses and the government itself.
C. Transaction, It allows the completion of procedures and payment of fees and taxes through the implementation of virtual means of payment (credit or debit cards), improving productivity and citizen participation.
D. Transformation, In this phase the relationship between the ruler and the citizen changes. Changes are made in the way the government operates and the benefits originated are received and used, to a great extent, by citizens and companies.
The opportunities offered by e-Government are:
- Make public spending more productive.
- Facilitate citizen access to public services.
- Increase competitiveness.
- Improve management efficiency and transparency.
- Fighting corruption.
- To create links towards the democratization process and citizen participation.
- Strengthen interaction and accountability between citizens and their public representatives.
- Build trust.

E-Government Objectives
- Add value through the use of Information Technologies (spatial-temporal).
- Support the process of decentralization of services (procedures, virtual classroom, payments, etc.).

- Administrative Simplification (automation and improvement of processes)
- Integrate institutional-interinstitutional information systems.
- Apply international frameworks and standards

Proposals for and from Latin America Each nation-state must generate its own theories that allow the design and implementation of public policies framed in political and epistemological approaches that correspond to the dynamics of the social world that gives meaning and relevance to governments. In an unfinished search for a Venezuelan theory of e-government as a priority public policy of the Venezuelan State, we find several Latin Americans such as Andrade (2007, 2009), Kaufman and Piana (2007), Sandoval (2009), Neüman (2008, 2009), Albornoz (2007), García Santiago (2009), Cendrós, Durante and Fermín (2004), Cardon (2005), Araya (2004 and 2005), Reilly (2004), Petrizzo (2005), Zavarce (2005), Gonzalo (2006), Carballo, Caĵafi , Sanoja and Zambrano (2006), who have already advanced the path of urgent theoretical and political reflection that the problem of e-government merits, given the strategic relevance that ICTs represent today as a lever for social transformation and development. In principle, we must establish that the essence of the discussion on the role of ICTs in State-citizen relations (e-government) should not be technological or oriented exclusively to efficiency and effectiveness in the provision of services (since that would correspond to the instrumental approach), but rather framed within the processes of reconstruction of democracy.

We consider that the Internet, besides being a space for the mediatized transit of market interests, can be at the same time and paradoxically a form of mediation that citizens are using today to form "their own political and ideological constellations, avoiding the established political structures and creating an adaptable political environment" (Morales 2004: 76). Araya (2005: 56) similarly expresses that "[...] the Internet can be seen as a possibility of empowerment for the citizen, or on the other hand, as a factory of hegemony for companies and governments". Thus, e-government is developing right on the razor's edge between the instrumental and unidirectional public administration model (corresponding to representative democracy) and a new form of public management centered on the citizen (participatory and protagonist democracy). In foreign theories we observe the separation between e-government and e-democracy, both framed in e-governance. From this approach, e-government is a tool for satisfying customers-citizens, saving resources and integrating more harmoniously with the market through e-commerce. We agree with Araya (2005) on two arguments:

1) In the discussion, e-government should not be separated from e-democracy, and 2) E-governance should not be separated from e-democracy.

2) The emphasis should not be on electronics, but on an essentially political discussion about the foundations of democracy.

"The challenge is to establish a link between e-government and e-democracy in order to go beyond unidirectional models of service and public policy" (Araya 2005).

2. Materials and Methods

The research methodology is to grant validity and scientific rigor to the results obtained in the process of study and analysis.

Likewise, research methodology is the part of an article in which the criteria adopted in the choice of the work methodology and the reasons why it is considered that such procedures are the most pertinent to approach the object of study, etc., are presented and described.

On the other hand, research methodology is also called a discipline of knowledge that aims to elaborate, define and systematize the set of techniques and methods to be followed during the development of a research process.

As such, research methodology is applicable to the most varied disciplines of study.

The article is based on the review and documentary search, with classification parameters of databases such as SCOPUS, SCIELO and EBSCO. We have also applied the technique of documentary analysis, which is a set of operations aimed at representing a document and its content in a form different from its original form, in order to enable its subsequent retrieval and identification.

The fact that we have also used quantitative and qualitative procedures in an investigation could probably help to correct the biases inherent to each method, but the fact that quantitative methodology is the most used is not a product of chance but of the evolution of the scientific method over the years.

Table No. 1 *Types of research*

Subject	Types of Research	Observation Units	Methods and instrument
1.-Electronic Government: Towards modernization and	Descriptive	Modernization and Public Management	Documentary analysis

transfer of public management.			
Management and public policy	Descriptive	Public Management for municipalities Electronic Government	Documentary analysis Observation, interview
Determinants of e-government in municipalities.			
Department for Effective Public Management " Guide ".			
Electronic Government.			
3.-MANAGEMENT AND QUALITY OF INFORMATION IN E-GOVERNMENT	Explanatory Descriptive	Management Quality	Documentary Analysis
4.-Electronic government in public administration	Descriptive Mixed Research.	Electronic Government Public Management	Observation Interview
5.-Electronic government as a technology for social inclusion.	Descriptive	Electronic Government Social inclusion	Documentary analysis
6.-Electronic government as a technology for social inclusion.	Descriptive	Sample not defined Citizen security policies	Documentary analysis
7.-Reflections from the perspective of Social Work	Mixed Methodology	Citizens Gradual theoretical sampling	Exploratory Factor Analysis with semi-structured qualitative interviews
8.-New Society, E-Government and Democracy	Descriptive	Electronic Government Democracy	Documentary Analysis
9. Revista cubana de ciencias informáticas *Versión On-line* **ISSN 2227-1899**	Descriptive Explanatory	Public policies Computing	Observation, Documentary Review
From theory to practice	Explanatory.	Theory Practice	Documentary Analysis
11.-Electronic Government	qualitative, descriptive and explanatory type.	Electronic Government	Interviews
12.-Electronic government.	Descriptive - Explanatory	Electronic Government Public Policy	Bibliographic and documentary review

13.-JAEN José Moncada Library.	Qualitative	Sample not defined	Documentary Review
14.-OSIPTEL.	Explanatory	Sample not defined	Documentary Review
15,. Thesis presented on Electronic Government	Qualitative	Electronic Government	Documentary analysis
16.-Thesis submitted by Gestión Pública y Desarrollo Local	Qualitative	Public Management Development	Documentary Analysis
17.-Thesis submitted by Gestión Pública y Desarrollo Local	Qualitative	Public Management and Development	Documentary Research
18.- Design of an e-government proposal to improve the governmental management of the Regional Government of Lambayeque.	MIXED	Electronic Government	Observation
19.-Scenarios and prospects for e-government in Latin America and the Caribbean	Quantitative	Electronic Government	Survey and interview
20.- E-Government in Latin America from a critical perspective	Quantitative	Electronic Government	Interview
21.- Determinants of e-government in municipalities	Qualitative	Electronic Government	Structured interviews
22.- Espirales Magazine Electronic government in the public management of Ecuador.	Mixed Study.	Electronic Government Public Management	Interviews Structured Comments Analysis

Table 1 shows the different types of methodology, which are considered to be of great contribution. The categorization of different methods and instruments necessary for the research in the process of collecting data according to the E-Government study. In addition, it can be observed how the problem is present in different countries and in different magnitudes, the search for adequate policies

is seen throughout Latin America. The information collected presented a comparison between each research, showing a greater perspective.

3. Results

In the research collected, the authors present their results, contributing to the scientific community with their contribution, as shown in Table 2.

Table 2. *Results*

Subject	Results
1.-Electronic Government: Towards modernization and transfer of public management.	Exposes the increase of electronic system management in the americas Analyzes difficulties and achievements in the use in public management.
Management and public policy **Determinants of e-government in municipalities.** **<u>Department for Effective Public Management " Guide "</u>.** **Electronic Government.**	Proposes the establishment of dialogic policies with the inclusion of spaces for dialogue in municipalities and citizen participation in e-Government.
3.-MANAGEMENT AND QUALITY OF INFORMATION IN E-GOVERNMENT	The social linkage in optimizing the use of e-government was discussed.
4.-Electronic government in public administration	Different strategies and models are proposed to improve the effective participation of e-government in public management.
5.-Electronic government as a technology for social inclusion.	E-government correlates with government action and citizen participation
6.-Electronic government as a technology for social inclusion.	Implementation of instrument to measure social inclusion
7.-Reflections from the perspective of Social Work	Social work will be improved and processes will be faster and more efficient.
8.-New Society, E-Government and Democracy	Exposes the use and management of the electronic system and the freedom of use and management.
9.-Revista <u>Cubana de Ciencias Informáticas</u> *On-line Version* ISSN 2227-1899	Concludes that electronic activity today is the most recommended activity

From theory to practice	He concludes that the use and management of e-government is very important and that it should not remain a mere theory, but should be implemented.
11.-Electronic Government	Very important and modern system and very efficient in the management of information.
12.-Electronic Government	Modern instrument widely used in different fields of human activity.
13.-JAEN José Moncada Library.	Management and use of electronic systems in public administration.
14.-OSIPTEL.	Use of electronic systems management and control, accuracy and efficiency.
15.-Thesis presented on Electronic Government	It proposes different strategies to improve the use of e-government.
16.-Thesis submitted by Gestión Pública y Desarrollo Local	The use and training of e-government is proposed to improve management levels.
17.-Thesis submitted by Gestión Pública y Desarrollo Local	It is proposed to implement the electronic media for greater security and operation of the Local Government.
18.- Design of an e-government proposal to improve the governmental management of the Regional Government of Lambayeque.	E-government is created as a technological need to transfer the functions of a traditional government to its web portal in order to generate a closer relationship with citizens, improve communication and promote government transparency.
19.-Scenarios and prospects for e-government in Latin America and the Caribbean	E-government policies offer excellent opportunities to transform public administrations into instruments of sustainable development.
20.- E-Government in Latin America from a critical perspective	The article is based on the study of the situation of electronic government (EG) in Venezuela in the last ten years (Páez, Iribarren and Neumann 2003; Páez and Castañeda 2007; Montilla and Páez 2007 and 2010; Páez 2010 and 2011), to propose theoretical guidelines that could contribute to generate a discussion oriented to the development of Latin American theories on the phenomenon of electronic government, as well as to reorient public policy in this area.
21.- Determinants of e-government in municipalities	The level of e-government and its determinants in the municipalities of the

	five most populated regions of Chile are analyzed. It works with a database with 188 municipalities that concentrate more than 71 percent of the estimated national population in 2016.
22.- Espirales Magazine Electronic government in the public management of Ecuador.	Within the natural process of inserting new technologies into public administration, the introduction of municipalities or local governments into the new management model has been considered as one of the most important factors.

The information obtained from the articles shows the state of e-Government, observed from different aspects to reflect on the high levels of ignorance among citizens.

5. Conclusions

The results show that the selected articles invite to the analysis of the reality and provide an approach to the topic of study, showing new options on the establishment of e-government in public policies and how they have resulted in the context in which they were developed, being able to analyze the limitations and deficiencies of each policy to be strengthened and adapted to the context.

The importance of Electronic Government (EG) is due to the fact that the growing process of globalization and development of the new Information Society requires from the State and the process of modernization of public management, a proactive, effective and decisive attitude, oriented to intensively incorporate the use of ICTs in its processes, in a complementary manner to other techniques and tools in the different areas of management.

E-Government is not an end in itself; moreover, its essentially instrumental nature requires the review, redesign and optimization of processes as a prior step to the introduction of any change in technology or in the production functions of public organizations. In this way, E-Government acquires the double dimension of a catalyzing agent for changes in processes and a technological tool as an instrument to improve the performance of the State's actions.

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From theory to practice: How to successfully implement e-government.

Regional experience and barriers to e-innovation. Conducting the study

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E-government: from the new public management to governance Jaime Torres Fragoso.*

Government Scientific Journal of e-Government. Electronic Government or e-Government. Public policies and efficiency of e-government under the social perspective. Dr. Cesar Vargas Diaz.

*E-government: State, citizenship and democracy on the Internet? Juliá Massal** Carlos Germán Sandoval.*

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Scenarios and perspectives of e-government in Latin America and the Caribbean
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