

E-Governance a Great way out for eradicating Corruption from the public sector of Bangladesh

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Abstract

This present Study is dedicated for showing the high prevalence level of corruption in the administrative system of Bangladesh that viciously affects to the everyday life of the mass people. The after effect of corruption has subversively hinders the flow of development since the independence of the country. As a result she loses in the race of development with other countries. This present study will examine the role of e-governance in everywhere of the administration of Bangladesh to combat the corruption; especially in the public service sector. As a few initiatives of –governance has taken in the government sector, so through a systematic literature review; this study shall assess the outcomes of that in the public service sectors. Perhaps e-governance is the only strategy to minimize or eradicate the corruption from service delivery system as well as from the other sectors of the administrative system of Bangladesh, yet it is not a panacea. It aides the positive changes and turns consistent, efficient, transparent and accountable system, with a less scope of arbitrary discretion and enable mass peoples by creating opportunities for them to check the status online from their own arrangement and put comment and feedback/complains without any hesitations with the public Service sector.

It will require strategic administrative system, political and public will, opening up and business process re-engineering for ensuring effectively that corrupted entrepreneurs do not wreck the gains from technological advancement. This is never possible just by computerizing or other hardware and initializing a very well decorated website. Continuous communication from both sides- the service provider and the receiver; with clear long term vision to provide systematic good-corruption free governance in delivering of services and strategy upholding the success.

Key Words: *E-Governance, Good Governance, Corruption.*

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Introduction

Due to some major obstacles like social, economic, physical, informational and others with the inadequate mechanism to feedback, the poor and disadvantage group of people in the developing countries like Bangladesh are quite unable to make or receive the public services effectively. Specially this particular matter leads a huge prevalence rate of corruption in Bangladesh. Most of the public sectors in Bangladesh are a letdown with corruption of various dimensions and shades. This is most unfortunate that even after 44 years of independence; Bangladesh is still being known to the world as a country of floods, cyclones, disasters and corruption. If any country continues its all aspects of development with the natural calamities we'll never find any regret of anyone as it is unpredictable and uncontrollable as well. As a matter of fact, the natural disaster could cause a lot of loss but the initiatives and responses from the government is the main concern here and what goes on in the aftermath of such a disaster. Therefore, if a government is corrupt, there might be little or no response from the government to rebuild, develop such a torn zone. We all know that some of these natural disasters cannot be avoided but they can be checked and monitored in so many ways. Take for example the hurricanes, earth quakes etc. the government has centers that monitor these elements and they give warn the people before hand to either evacuate such areas. But the corruption has no answer in this regard. It remains like a destroyer the administrative system of one nation. we have found some very common forms of corruption in the administrative systems of the third world country like Bangladesh. we have found bribery is the most common form of corruption in service delivery which affects the overall system as a worse vicious scathe. Apart from bribery, misappropriation and rent-seeking of funds, the performance of public organizations is adversely affected by a host of other factors like delays in service provision, excessive lobbying, pilferage and larceny, irresponsible conduct of officials, bureaucratic intemperance, patronage and clientele. In recently we are considering corruption is to be a major fetter for development in Bangladesh. Here we have found a similarity of corruption with natural disaster, as both of them are tremendous threat in service delivery which actually preserves the ultimate human rights. Culture, politics, economy or any other components of Government system expose directly to threat. it increases transaction expense of ant trade and commerce that actually affects adversely to the foreign trade of the country. It formidably whanging on the foreign investor in any sector of development as makes the protection system biased.

Several institutionalized mechanisms can be placed to combat the malfeasance in delivering public services although we have to think the body engaged to control the corruption may sometime corrupted through the embranchment with the

malpractice. Amongst we put emphasize on the Information and Communication Technology (ICT) in public service delivery. In the 21st century people's socio-economic substance is highly dependent of the Information and Communication Technology (ICT). We have found the impact of ICT is every stratum of life. Coping with the challenges created by the corruption E-Governance is the probable foremost solution. E-Governance is the use of a range of modern information and communication technologies such as internet, local area networks, mobiles etc. by Governments to improve effectiveness, efficiency, service delivery and to promote democracy. Fostering and ameliorating the citizen centric services ICT can play a significant role as the functions of the government are the most intense. E-Governance will be the smartest key of the smart governance and making information accessible foe the mass people of Bangladesh. Without the access to the information the citizens remain under the digital deprivation. It will reduce the distance and gap between the people and government through direct interactions at different levels and matters of governance to provide inputs for decision makers.it will make the way of achieveing the desired objectives a critical assessment of ICT status atvarious levels of government and society is needed.

This paper identifies the intensity of corruption and their effects on national along with the eradication of it with the implementation of E-Governance. The chapter has five sections. After the introduction, the second section discusses the research objective, the third section discusses the significance of the study, the next one is the conceptual frame work, methodology will be the next one and conclusion will be at number six and followed by the recommendation in the position number seven.

Objective of the Study

Now a day, Socio-economic livelihood has tremendously affiliated with Information and Communication Technology (ICT). Public service sectors and the functions are the main areas where ICT can play a centric role in fostering and ameliorating the citizen centric services. Implementation of the E-Governance will be the key for an easy and smart access in the public sectors for the common people of the country where the most of propotion are out of the range of the digitalization. E-governance will allow ordinary people to interact with the government at various levels and matters of governance to provide inputs for decision makers and which leads a corruption free society.

To achieve these desired objectives E-Governance is must to implicate in all sectors of the public service along with the accessibility of the mass people. The study is aimed at fulfilling the following objectives

1. To understand of the role of E-Governance in combating corruption in the public sectors of Bangladesh.
2. To promote awareness of the need for action to increase e-readiness throughout the Country.
3. To assess the present situation of the infrastructure for implicating the E-Governance and its potentialities in the Government systems.
4. Finding out the probable strengths and weakness of the overall system.

Significance of the Study

In a very wretched way Corruption excruciate the poor people in developing countries. In all the way it make their life more and more miserable, and incline to make the poor to poorer. Corruption is that reproach that causing problems to get their rightful demand/s. Inexorable corruption in the public sector can cause serious damage including:

- Undermining public trust in government
- Wasting public resources and money
- Causing injustice through advantaging some at the expense of others
- Inefficiencies in operations
- Reputational damage which makes it difficult to recruit and retain quality staff or obtain best value in tender processes. It may also be more difficult or attract business investment, adversely affecting prosperity.

Globally, the World Economic Forum has estimated that the cost of corruption is about US\$2.6 trillion a year. The impacts of corruption disproportionately affect the most vulnerable people in society. Widespread corruption deters investment, weakens economic growth and undermines the rule of law. (Independent Commission Against Corruption, New South Wales, 2015). Addressing these matter we think corruption is needed to be eradicated from Bangladesh and as the best way we are suggesting E-Governance to be chosen in this regard.

Research Methodology

This current study has developed on the basis of secondary data. Some primary data were collected through discussion with the government officials, the service recipients of the major cities of Bangladesh. Besides we have collected data from different books journals, websites, etc. But when we methodically forwarded with this present study; we got the following ways to draw the conclusion at last:

- In depth study on the past, ongoing and upcoming project's reports
- A common survey in the service recipients on their expectation
- Focus group discussions
- Key informant interviews
- Draft reports on all the studies and surveys
- Final epilogue

Survey in the service recipients has been conducted to know their views and opinions of E-Governance, its strengths and weakness to combat the corruption in the service delivery sectors of Bangladesh. The dimension of corruption was presented to them in a much unbiased way.

Conceptual Framework

Due to a number of factors, there are wide disparities among regions and countries in their state of E-Government development as observed throughout the 2014 Survey. One clear observation is that the income level of a country is a general indicator of economic capacity and progress, which thus influences its E-Government development. Access to ICT infrastructure and the provision of education, including ICT literacy, are related to the income level of a nation. The absence of these factors hinders the implementation of E-Government initiatives. However, it is clear that national income does not, by itself, constitute or guarantee E-Government development. There are many countries that have significantly advanced their E-Government despite relatively low national income, just as there are many countries which are lagging behind despite their relatively high income and thereby have good opportunities for future improvement.

There is little doubt that underpinning this aggregate snapshot is the level of economic, social and political development of the countries concerned, and one of the primary factors contributing to a high level of e-government development is past and current investment in telecommunication, human capital and provision of online services.

Corruption

The search for a definition of corruption has long been a feature of conceptual and political analysis. Traditional conceptions of corruption that focused on the 'moral vitality' of whole societies have given way to the definitions based on

'behavior classification', in which specific actions of a nation are measured against a variety of standards (Pillay and Dorasamy, 2010: 363). Me'on and Weill (2010: 254) identified two perspectives of corruption: 'Moralistic' and 'Functionalistic'. From the 'Moralistic' perspective, Moleketi (2009: 332) defines corruption as the process that "undermines the value system, the norms and the very cohesion of society". The 'Functionalistic' perspective reflects the relationships between the individuals and the institutions, which is rooted in the operation of market forces, the pursuit of individual prosperity as opposed to the common good (Moleketi, 2009: 332). In between these two perspectives of the society and the market; there is another perspective which can be labeled as the 'legalistic perspective' (Heidenheimer et al. 1999: 166). It is based on 'Public-office-centered' definitions which can be illustrated by the work of Nye who defined corruption as "behavior which deviates from the normal duties of a public role because of private-regarding (close family, personal, private clique), pecuniary or status gains; or violates rules against the exercise of certain types of private-regarding influence" (cited in Heidenheimer and et al. 1999: 165). These definitions can be argued as the explanations of corruption rather than the definitions which explain how it happens rather than what constitutes corruption.

E-Governance

Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between government-to-customer (G2C), government-to-business (G2B), government-to-government (G2G) as well as back office processes and interactions within the entire government framework. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In e-governance there are no distinct boundaries. With the advancement of ICT (Information and Communication Technology), the words like E-government and E-governance have come into prominence (Godse and Garg, 2006:13). In fact, in many cases, both of these terms are used synonymously although they are quite different and have different audiences to cater to and different objectives to achieve (Ibid, 13). The definitions of E-governance range from "the use of information technology to free movement of information to overcome the physical bounds of traditional paper and physical based systems" to "the use of technology to enhance the access to and delivery of government services to benefit citizens, business partners and employees" (Pathak and et al., 2007: 197). The basic premise for introducing E-governance is that the citizens can communicate with the public officials and avail the public

services via online and/or other information technologies. Such introduction entails streamlining operational processes, transcribing information held by government agencies into electronic form, linking disparate databases, and improving ease of access to the services for the public.

Workability of E-Governance to eradicate the corruption in the public sectors

Due to the lack in implementing the E-Governance, the developing countries like Bangladesh is suffering from the trouble of handling a huge amount of paper files, time consumption procedures and many levels of explicit controls and approvals. Corruption only found to the place where there is the presence slow resulting. The sedate speed in public services delivery makes the way of corruption more extensive.

Government costs more in delivering its services while there is the absence of digitalization of governance. We have found there the less amount of delivery and not ample responsive or accountable. Ensuring a complete corruption free society and to go ahead, connection between the government and citizens and other civil societies is must.

Gathered information from different levels of government like ministries, departments, offices and others service provides will not be effective to the actual receivers and the efforts will go in vain with the sharing amongst the citizens. The resources need to manage in highest level to manage more situations.

Eventually we have found the effectiveness of E-Governance in different levels of the national capacity development to eradicate the corruption. ensuring the rule of law through the E-Governance make the country corruption free. The workability of E-Governance are:

1. It will bring transparency in government operations and government-public interface. Computerization and networking of the government will bring transparency in the activities of different government operations by enabling everyone to access the network and see what is happening in other agencies. At the same time it will also create a bridge between the government and the public for the basic information access and interchange.
2. E-governance can improve the efficiency and effectiveness of government's service delivery systems. Once the basic computerization infrastructure is in place government could disseminate information to the public as well as gather information by setting up information kiosks at different public places.

3. It will reduce corruption in the different agencies of the government.

ICT Infrastructure of Bangladesh in 21st Century

1. 100% of Ministries/Divisions are currently connected to the Internet.
2. 100% of Departments/Corporations are currently connected to the Internet.
3. 75% of Academic Institutions are currently connected to the Internet.
4. Internet-connected PC-Employee ratio at Ministry/ Division level is 0.075.
5. Internet-connected PC-Employee ratio in Academic Institutions is 0. 3.
6. At the Ministry/Division level, about 31.6% of the offices have broadband and about 47% have radio-link connectivity.
7. At the Department/ Corporation level, about 33% of the offices have broadband and about 43% have radio-link connectivity.
8. At academic institutions, 38% of the offices have broadband, and about 76% have radio link connectivity.
9. 48 government Non government and educational institutions have VSAT.
10. At the Ministry/ Division level, about 100% have LAN.
11. About 18.2% of Academic Institutions have no mechanism for IT Maintenance.
12. About 18.6% of Ministries/Divisions have maintenance being handled under projects.

ICT Infrastructure of Bangladesh

ICT Infrastructure of Bangladesh

Table:1

Present Status	Mid-term (2015) status	Future status (2021)
-64 District Commissioners (DCs) are connected with the Prime Minister Office with WAN Plus Upazila Nirbahi Officer (UNO)	-Teledensity 70% with be increased	-Broadband extension 40% by 2018
64 District eService centre	-connected all Upazilla with internet	-100% union connectivity with internet by 2020

4501-UISC (union information service centre) are connected with UNOs	-30% broadband increased	-90% Teledensity by 2021 100% internet connection at upazila level.
	-50% union connected with internet	
	-wireless broadband functioning	
	-minimum cost service provide	

Present E-Services available in Bangladesh

Table:2

SL	E- Service Name	SL	E-Service Name
1	Agricultural Information dissemination	24	Polling center information through SMS
		25	Postal charge calculation
2	Birth Certificate	26	Postal: Prize bond result search
3	Business: Application for trade license	27	Postal: Tracking and tracing
4	Complain & Help Desk	28	Public procurement
5	Disaster Management: Cell Broadcasting System (CBS)	29	Service Information
6	Disaster Management: DMIN portal	30	Taxation: Income Tax return
7	Education: Application for MPO	31	Taxation: LTU Tax return
8	Education: Application for university admission	32	Transport: Application for driving license
9	Education: Application for college admission	33	Transportation: Application for route permit
10	Education: Course registration	34	Transportation: E-ticketing for train
11	Education : Result publication	35	Transportation: Train information
12	Education: Survey Questionnaire online	36	Transportation: Vehicle registration
13	Health Monitor: diabetic patient	37	Utility Service: Application for telephone connection
14	Health Monitor: for pregnant mother	38	Utility Service : Bill Pay Service (electronic bill payment)
15	Health: Telemedicine	39	Utility Service : Bill pay through

			mobile: Gas
16	ICT Training Information	40	Utility Service : Bill pay for telephone
17	Information dissemination	41	Utility Service : Water bill
18	Job Search/ e-recruitment	42	Utility Service : Electricity Bill: Monthly updated
19	National ID & Passport: Application for Passport	43	Utility Service : Daily water production: online information
20	National ID & Passport: Application for travel agent	44	Utility Service :Load shedding schedule online
21	National ID into: Correction though website		
22	Police: Police clearance certificate		
23	Police: Submission of General Diary (GD)		

E-Governance and Corruption

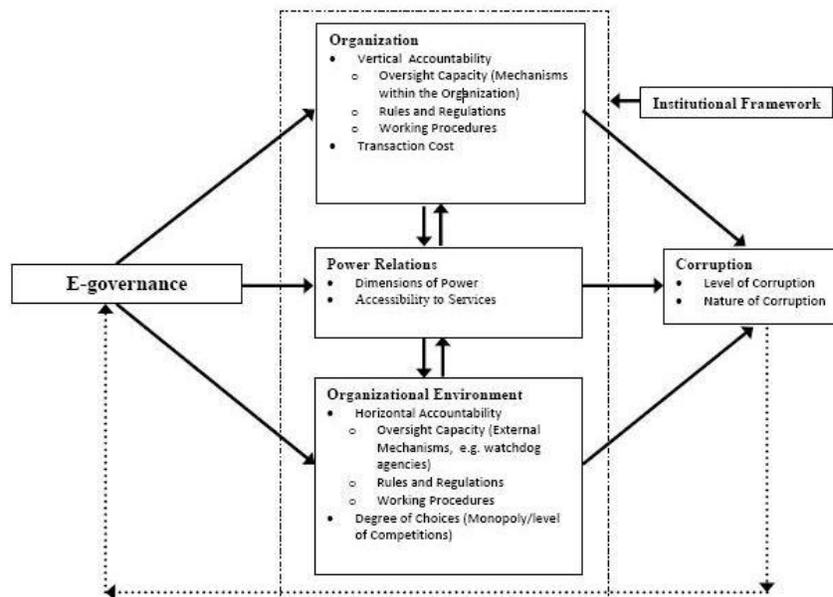
Corruption and E-governance: A Search for Interrelations in Retrospect

Empirical research shows that the presence of high corruption negatively affects economic development (Mauro, 1998), significantly hinders the inflow of foreign direct investment (FDI)(Zhao et al., 2003), reduces the level of human capital, and destroys confidence in both public and private institutions (Husted, 2002) (cited in Selim and Bontis, 2009: 165). Though, there are opposite views and research findings as well (like Leff, 1964; Leys, 1965; and Huntington, 1968; cited in Me'on and Weill, 2010: 244). They describe about the beneficial effects of corruption and put it as "Corruption grease the wheels". Thus, we can get two contrasting opinions on corruption. Though; maximum study findings go against "the grease the wheels" hypothesis and mentioned about the "sand the wheels" effects of corruption (Me'on and Weill, 2010: 245).

Tapscott and Caston (1993) argue that ICT causes a "paradigm shift" by introducing "the age of network intelligence", reinventing businesses, governments and individuals (cited in Ndou, 2004:3). The traditional bureaucratic paradigm, characterized by internal productive efficiency, functional rationality, departmentalization, hierarchical control and rule-based management (Kaufman, 1977), is being replaced by E-government paradigm which emphasizes on competitive, knowledge based economy requirements, such as: flexibility, network organization, vertical/horizontal integration, innovative entrepreneurship, organization learning, speed up in service delivery, and a customer driven strategy (Ho, 2002; cited in Ndou, 2004: 2). In the traditional

model of public service delivery, the procedures are long, time consuming and lack transparency which often helps to create an environment leading to corrupt practices (Kabir and Baniamin, 2011:37). Now, E-governance is considered as an effective tool to radically change the face of government. Because, a mature and effective e-government has the capacity to create new methods and avenues for participation in government, acting as an endless wire, electronically threading together citizens, businesses, and all levels of government in a nation (Jaeger, 2003:328). An impressive and well-known example of controlling corruption by E-government is the case of the Bhoomi (meaning land) system from Karnataka, India, where the introduction of an electronic land record system serving about 7 million farmers has saved clients some 1.32 million work days in waiting time and Rs.2 806 million in bribes (World Bank, 2004:87). The main function of the Bhoomi system is to maintain records of rights, tenancy, and cultivation, which are crucial for transferring or inheriting land and obtaining loans. Under the old system an accountant, serving three or four villages, maintained land records. Accountants were not easily accessible and farmers faced long delays; two out of three paid bribes, and over two-thirds paid more than Rs. 100, compared to the official service fee of Rs. 23 (Andersen, 2009: 202). A snap shot of the earlier works on E-governance and corruption may be useful to have a quick idea on the probable effects of E-governance on corruption:

A Model of the correlation of E-Governance and Corruption



Form the above figure 1. We can illustrate the actual correlation amongst the E-Governance and the Corruption, where organization has a great role regarding its power relations and environment and with the proper implementation of E-Governance the level of different types of corruption can be eradicated.

Case Study of the effectiveness of implementing E-Governance

This research work tries to follow the natural experiment approach to assess the impacts of E-governance on corruption. To achieve this objective, the study tries to explore the cases where there are variations of E-governance level through which the probable variable impacts of E-Governance on corruption can be understood. First, the study likes to consider the district7 land administration of Bangladesh as land has a constitutive role in the formation of a nation-state (Bleiklie, 2006:9) and at the same time, it is also treated as one of the significant area for corruption. A household study in 2012, showed that 54.8 percent of the surveyed respondents have to pay bribe for receiving services from the land administration (TIB, 2012:13).

However, the automation of the ‘land administration’ does not have any variation of the level of E-governance as all the district headquarters have the same level of E-governance. For this, the ticketing system of Bangladesh Railway (BR) can be a better alternative where there has been automation for quite a long period of time (the automating process started from 1994) and have various levels of E-governance. Due to the huge demand of the tickets, especially in the weekend and in the holidays; and the limited supply (mainly due to lack of capacity), there are windows for corruption which are exploited by the different sections of people. There is another kind of ticketing system in Bangladesh Railway which can be labeled as Computerized ticketing or C-ticketing. Under this system, tickets are sold from the counter by using the computer system, but this is not ‘direct transactional’ like E/M-ticketing. Here, all the activities like seat allocation, accounts, production of selling report etc. are maintained through the computer. This C-ticketing can again be divided based on the connectivity with the central servers. In the sample urban station, C-ticketing system is connected with the central servers which enable the official to monitor the activities from the other places through internet. In the following table 3 we are going to illustrate the impact of the E-Governance in service delivery:

Table:3

Critical Issues that Trigger Corruption	Patterns of Corruption	Impacts of E-governance	Process of Effecting Corruption	Potential Future Scopes and Caveats of E-governance
<p>Push Factors: Do not know the procedures for the service</p> <ol style="list-style-type: none"> 1. Do not know the place precisely to have the services 2. Fear of harassments 3. Uncertainty for the service 	<p>Create the dependency on the Dalal (brokers)</p>	<p>Have limited success to control this type of corruption; failed in maximum cases</p>	<p>Reasons for Limited Success Some of the challenges are addressed by the present level of E-governance like to inform the detail procedures, and the place for submission, but that is not sufficient enough to control this type of corruption.</p> <p>Because the present level of E-governance:</p> <ol style="list-style-type: none"> 1. Cannot curtail the discretionary power of the service providing staffs, still they can create obstacles and claim bribe. 2. Failed to increase the monitoring capacity i.e. not sufficient to identify someone who is involved with corruption, even if someone is identified, then s/he is not given exemplary punishment in many cases. 3. Thus a ‘culture of impunity’ is developed where E-governance may detect someone for the corruption/crime but may not be punished. <p>* Because of these factors, still there are fear of</p>	<ol style="list-style-type: none"> 1. In higher online system where one can directly apply through electronic platform, a citizen may avoid this type of corruption as they do not need to interact with anybody or to know the place where or to whom one has to submit the document. 2. If anybody delays to provide any service then s/he can easily be traced through online monitoring system Caveats 3. E-governance is a tool, its success depends on the proper use of the tool, it may detect the crimes but if based on that detection, proper legal actions are not taken then E-governance can never be effective to control corruption.

			harassment and uncertainty among the service seekers; and to avoid these troubles, many people depend on the Dalal (brokers).	
Pull Factors 1. Offers from the Dalal (brokers) to have the service without any hassles in exchange of extra money				
If someone even manage to get the right place and the person to submit the application, one still has to face difficulties to have the services because of the obstacles created by the officials themselves	Pay Ghush (bribe) to have the service	Existing level of E-governance has failed to address this type of corruption.	Reasons for Limited Success <ul style="list-style-type: none"> The officials still have the discretionary power to create obstacles to have the services by the service seekers. 	<p>1. There are lots of potentials to curb the corruption by enhancing the level of E-governance, like by creating the provisions for online application, online payment, and digitalization of the documents.</p> <p>2. Online application and online payment can help a service seeker to avoid the human interactions which enable an employee to exercise his discretionary power over him.</p> <p>3. Digitalization may help to preserve the documents more efficiently and the official cannot give excuse that the document is missing.</p>

	<p>Try to do Tadbir (lobbying)</p>	<p>Existing level of E-governance has failed to address this type of corruption.</p>	<p>Reasons for Limited Success</p> <p>1.The present level of E-governance has failed to depersonalize²² the entire service delivery system. That is why, Tadbir (lobbying) can play a significant role in influencing the decision of the public officials.</p> <p>2. In many cases, Tadbir (lobbying) is used as the counter measure of corrupt demand of the officials. For this reason, it can be labeled as the second dimension of power which helps to neutralize the illegal use of power of the officials.</p> <p>3.SometimesTadbir (lobbying) is also use to get illegal favors or services from the officials.</p>	<p>* Higher level of E-governance may lead to depersonalize the decision making processes, i.e. the possibilities for the interventions through Tadbir (lobbying) can be minimized or will become difficult which may help to reduce this type of corruption.</p>
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E-Governance Development Index of the Developing countries

Top Least Developed Countries

Table:4

<i>Country</i>	<i>Sub-Region</i>	<i>2012 Rank</i>	<i>SIDS</i>	<i>LLDC</i>	<i>EGDI</i>	<i>2014 Rank</i>	<i>Change in Rank</i>
<i>Middle EGDI</i>							
Rwanda	Eastern Africa		x	0.3589	125	140	15
Kiribati	Micronesia	x		0.3201	132	149	17
Tuvalu	Polynesia	x		0.3059	37	134	3
Cambodia	South-Eastern Asia			0.2999	139	155	16
Angola	Middle Africa			0.2970	140	142	2
Bhutan	Southern Asia		x	0.2829	143	152	9
Tanzania	Eastern Africa			0.2764	146	139	7
Bangladesh	Southern Asia			0.2757	148	150	2
Yemen	Western Asia			0.2720	150	167	17
LL DCS Average				0.2121			
World Average				0.4712			

Source: UN Survey of E-Governance

From the above table we have found the unparalleled development in the index of E-Governance of Bangladesh. The United Nations E-Government Survey is produced every two years by the Department of Economic and Social Affairs. It is the only report in the world that assesses the e-government development status of the 193 United Nations Member States. It serves as a tool for decision-makers

to identify their areas of strength and challenges in e-government and to guide e-government policies and strategies. The publication also highlights emerging e-government trends, issues and innovative practices, as well as challenges and opportunities of e-government development. Each chapter provides an analysis of the Survey's data, as well as highlights strategies, challenges and opportunities so as to provide policy options. The Survey is intended for government officials, academics, intergovernmental institutions, civil society organizations, the private sector and citizens at large. The theme of the 2014 edition of the United Nations E-Government Survey—E-Government for the Future We Want—is particularly relevant to addressing the multi-faceted and complex challenges that our societies face today.

From the survey report conducted by the United Nations, we have found some developing countries like Bangladesh is doing very positively in combating the corruption in service delivery sections.

The proper implementation of E-Governance is the aid to eradicate the corruption from the service deliver sectors. That can be illustrating from the recent Corruption Perception Index of Bangladesh:

Table:5

	Year	Rank	Score
Bangladesh	2005	158	17
	2010	134	24
	2011	120	27
	2012	144	26
	2013	136	27
	2014	145	25

Recommendation

In order to tackle corruption in the public service sectors of Bangladesh Complete E-Governance is must. Besides it the following measures can be undertaken:

Bureaucratic and Political Corruption in service delivery:

1. Making the Anti-Corruption Commission independent, effective, efficient and accountable (See IGS Policy Note)

Bureaucratic Corruption

1. Increase horizontal accountability
2. Transparent procurement systems
3. Create public service ethics and standards
4. Improve financial management systems
5. Making Public Service Commission effective
6. Creating transparency and simplifying administrative procedures
7. Political Corruption
8. Making the executive accountable through strengthening the Parliament, assuring
9. independence of the judiciary, and appointing the Ombudsman
10. Making the Election Commission effective, efficient, accountable and independent for
11. Holding free and fair elections.

Conclusion

Addressing corruption in Bangladesh will require a comprehensive strategy because of the issues raised in this paper whether E-governance can reduce corruption. The findings of the study affirm this effectiveness of E-governance with some observations and conditions. The macro level findings indicate that E-governance can explain most of the variations of corruption in the different countries i.e. it supports the main argument of the study that E-governance may have positive impacts in reducing corruption in different countries. The findings seem to be robust and more consistent in the developing countries though some of the developed countries, particularly the OECD countries show inconsistent trend. This inconsistent trend also confirmed by other studies, e.g. Andrew (2009). The dynamics that emerged from the different levels of E-governance provide some understandings about the nature of E-governance which can have greater impacts on corruption and some insights on explaining the limited success of the different E-governance projects/initiatives. From these sample cases, it appears that E-governance may have better impacts when it can affect the power relations in an organization. This power can be affected when E-governance can provide an alternative service delivery channel through the electronic platform. Because, then the officials may lose their power to influence the process as the system is automated and run electronically. The discretionary

power of officials can also be affected if the accountability system can be improved. In the sample cases, though there are indications for the improvement of the monitoring and the investigation capacities due to higher traceability by E-governance; but such development fails to achieve the desired success due to lack of 'enforcement of the law' and some other implementation related challenges. E-governance as a tool can detect corrupt activities and can expose the corrupt persons but the key to control corruption is to take necessary actions based on the detections. If these conditions are fulfilled, then an E-governance initiative may demonstrate more effectiveness in combating corruption.

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