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E-Government In The Peruvian Public Management System: A Theoretical Analysis

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Abstract

Currently, very important changes are being observed worldwide, basically in the development of digital transformation, particularly in e-government, which has the primary function of bringing the State closer to citizens to meet their multiple needs and services in the various sectors of public management such as health, education, production, communications, transportation, among others, which are vital for the sustainable development of a nation; Therefore, e-government is a technological infrastructure that makes public policies viable and strengthens democracy and the rule of law, playing a fundamental role in the attention to the sectors of the population that require the attention of the State. The methodology used is a theoretical review with scientific foundations that allow having a broad perspective on this theoretical construct. Theoretical methods such as analysis-synthesis, induction-deduction, historical-logical were used. The general objective of the research was to carry out a theoretical analysis of e-government in Peruvian public management.

Key words: E-government, public organization, public management, citizen participation, technological infrastructure.

1.   Introduction

In the social context that is being experienced worldwide as a result of the pandemic produced by Covid-19 and specifically in Peru, the situation in the justice administration system has worsened, which has been generating that citizens included in judicial processes do not obtain a prompt response to their pending legal claims (Jarama & Vásquez, 2019). In this sense, Peru is no stranger to this reality, as a result of the problems arising from the pandemic, the State through its various entities, have undergone serious internal changes, which significantly affect the administrative management and quality of user care in the Public Ministry and has caused a greater demand for user complaints.

In this sense, state entities are facing a substantial challenge, which consists of organizing an administration that is capable of creating adaptable and flexible schemes that allow them to face continuous changes, taking into consideration the users, seeking to satisfy their needs and expectations, considering the quality of service as the essential axis that allows the organization to showcase its evaluation processes, given the different variables and countless efforts that are created for this purpose.

Thus, the quality of service is a form of measurement in organizations, which seeks to achieve the difference in the organization and therefore competitiveness (Sanchez & Sanchez, 2016).

In Peru, by decree No. 008-2020-MTC, all public and private activities were suspended, this measure was adopted to lessen the consequences that may arise from the Covid-19 pandemic, it was then necessary for the institutions to invent ways of serving users through virtuality and the use of technological tools; however, this modality has generated great dissatisfaction among users, who have been affected in relation to the progress of their legal proceedings followed in public institutions such as the Superior Court of Justice of East Lima.

Based on research advances, Gallego et al. (2011), explained that e-government is the grouping of treatments and computer systems established by the State for electronic offerings in the provision of public services. In that sense this depends mainly on many lines and divisions such as the obligation of the legal intention of governors, state directorates, public activity, size of companies, services and administrative procedures, and so on. It is preferable for the administration to access a pattern of service assistance through the Internet, in which all horizons of the public administration and the end users of the services are related.

Likewise, the researcher in public management issues, Ibarguen (2016), pointed out that electronic administration also incorporates in its explanation the electronic promise, a definition close to electronic transactions, the difference being that the former covers all acquisitions of goods and services between State-user, in addition to taking into deference the requests of users and organizations in general.

In this regard the expert in public administration, Martinez (2017) indicated that, governments have the ability to revitalize the growth and progress of their nations and therefore of the population, with the support of technological tools, as is the case of e-government; however, these failed to solve the underlying problem. In that sense, the problems are present in the financial resources, material resources and deficient personnel, together with the weak will of the authorities of the governmental entities, however, this is not a reason to stop implementing tools and virtual environments of the electronic government, such as web portals, reason that motivates in an accelerated way the implementation of technological structures in the public administration.

It is worth highlighting what Paredes (2020) expressed that, in public entities it has been possible to identify problems such as the administrative procedures that are executed, operating with traditional and manual processes, leaving aside the use of emerging technologies, resulting in deficiencies when providing services to citizens or meeting the planned objectives. On the other hand, the level of transparency is outdated and there is little relevant information. Likewise, all doubts, queries, suggestions or procedures are carried out in the traditional way, which significantly limits the improvement of citizen services.

In relation to e-government, Fernandez (2020) pointed out that, as with other technology-related

concepts, the meaning of e-government has changed over time from being a simple standard for computerizing processes to become a new model for the relationship between the citizen and the State. During this evolution, the widespread use of information and communication technologies to improve services, increase transparency and enable oversight.

In this regard, public policy researchers Armas & Armas (2011) pointed out that the implementation of e-government is a long-term project and requires political stability and continuity to be successful. Likewise, the effects and scope of an e-government strategy, through plans such as a national connectivity agenda, require the following indispensable factors: political and economic stability, otherwise it will not be possible to correctly implement an efficient platform, or else programs will be implemented partially or poorly. Finally, the fundamental danger is to lose the investments made, or to avoid a proper implementation of this new tool of public administration.

The research contributions of Alfaro, Bustos, González and Loroño (2005) also point out that, although e-government brings with it multiple benefits, progress in its application has not been as rapid as desired in several countries of the world. Thus, public administration has not been able to focus on the citizen and develop fully, due to the little effort that has been made to change the traditional culture of citizens and public officials towards one that promotes the exchange of information, teamwork and the training of officials and managers with knowledge of this form of administration and governance.

In the experience expressed by Massal & Sandoval (2010), they pointed out that, in Colombia, the e-government strategy has been in place for a full decade and for citizens this issue has perhaps gone unnoticed in their daily lives. It is worth mentioning that, only three processes of great impact that have involved e-government issues in the country such as: (i) the social security contribution payment system through electronic fund transfers using the Integrated Contribution Settlement Form (PILA); (ii) the Single National Traffic Registry (RUNT); and (iii) some relevant certification procedures such as the judicial certificate, disciplinary and fscal background, etc. In this sense, all this implies links with e-government, it means moving towards a new type of relationship with the State, which is not only defined by its "virtual or online" characteristic; it is also defined by the degree of transformations required in the State and in the citizens to face the accelerated revolution of our times.

In the same sense, Simon (2018) mentioned that e-government is offering developing countries the possibility of catching up with the rest. If they are able to take advantage of new technologies, these countries could leap decades of evolutionary development. As such, when progressive public sector policies are implemented in these countries, they often play a catalytic and leadership role in promoting IT at the national level, and the deployment of infrastructure and measures taken to facilitate access to services have a positive impact on the empowerment of society through information.

On the other hand, Fullin & Da Silva (2020) define e-government or also called online government as the attention or initiatives that authorities carry out so that citizens, through electronic means, can make their views known and actively participate in decisions that will ultimately affect or influence them. In addition, this way of participation allows people to have easier access to information as it maintains

transparency as a key factor, because it is based on a relationship of trust between public and private entities and the governed society (Vergara & Rincón, 2017).

Finally, the scholar in digital government, Yataco (2018) stated that, the role of technology in government, shows that technologies have altered the nature of government in the progress of the state to control people improve the capabilities and capacities to monitor the behavior of people. Consequently, the system changes that technology offers to government organizations is to create a state, in which the functioning of society can be viewed from a panoptic perspective.

The general objective of the research is to carry out a theoretical analysis of e-government in Peruvian public management.

2.   Méthods

In the present research, the scientific literature was reviewed, analyzing the conception of e-government, its characteristics, importance, strategies, evaluation in a citizenship context. Likewise, the methods used were descriptive and explanatory documentary analysis-synthesis (Fidias et al., 2016). A theoretical analysis was established using the documentary analysis technique, which were the main sources for the development of the study, as well as the analysis-synthesis method, the inductive-deductive method and the historical-logical method.

3.   Results

In short, new technologies such as e-government open new ways to legitimizing processes, but the question is whether these new ways allow the realization of utopian dreams for public administration, such as being much more efficient, collaborative, participatory and rigorously impartial at the same time, or whether, following a more skeptical view, we understand with Berlin & Williams (1994) that the pluralism of values always implies tensions and resistance and that it is never possible to maximize one value without avoiding the maximization of another. In addition, the analysis will be carried out essentially from political theory, albeit with a theoretical-systematic argumentation, not a historical or hermeneutic one. Therefore, political theory today aims to clarify and refine political concepts (Máiz, 2009), to make our conversations and convictions about society completer and more coherent, in short, to help citizens to orient themselves in their own social world and to warn of the contradictions and deceptions of simple explanations and official arguments (Vallespín, 2012; Shklar, 1990).

Currently, according to the latest survey conducted by the UN e-Government for 2012, Peru is ranked 7th in the e-Government ranking below Chile, Colombia, Uruguay, Brazil, Argentina and Venezuela (82nd place worldwide) having dropped one position since 2010; these negative indicators only reinforce the need to improve and strengthen the strategies previously established with the aim of moving up in the aforementioned ranking (Siteal, 2018).

The contemporary world is characterized by profound transformations originated in the development and dissemination of information and communication technologies -ICTs- in society, and in the case of Latin America, by the maintenance of deep social inequalities. Under these conditions,

information and knowledge are essential factors for productivity and human development, and it is therefore necessary to concentrate efforts to prevent the deepening of inequalities, facilitate inclusion and strengthen social cohesion. In consideration of these concerns, the significance and scope that the use of ICTs by governments and public administrations has today for all the countries of the South American region, the present Ibero-American Charter of Electronic Government was formulated, which contains a set of concepts, values and useful guidelines for its design, implementation, development and consolidation as a tool to help improve Ibero-American public management (CLAD, 2007).

The use of the Internet as a tool for governance spread in the late 1990s in the Andean subregion. At first, as a trend of appropriation of the virtual space by the authorities in office, both local governments and autonomous agencies of the central government. But also, to a large extent, as a continuation of the process of digitization of public administrative management (Rivero, 2007).

The United Nations report on the 2014 e-government survey, called E-Government for the future we want, places Korea, Australia, Singapore, France, the Netherlands, Japan, the United States, the United Kingdom, New Zealand and Finland as the world leaders on the subject. Meanwhile, by region, the leadership in Africa is held by Tunisia and Mauritius; in America, by the United States and Canada; in Asia, by Korea and Singapore; in Europe, by France and the Netherlands; and in Oceania, by Australia and New Zealand (Fabiani, 2017).

The technological advances occurred in the private sector has forced the public sector to include Information and Communication Technologies (ICT) in each of its administrative procedures and processes with the conviction of achieving efficiency, agility and transparency in the provision of services to citizens, where higher education institutions are included. (Porrúa-Vigón, 2012).

4. Discussion

The results obtained by Ibarguen (2016) show that there is an association between the variables e-government and public administration (rho=0.653; p=0.000<0.05); between the external dimension and public administration (rho=0.737; p=0.000<0.05); between the internal dimension and public administration (rho=0.530; p=0.000<0.05); between the relational dimension and public administration (rho=0.719; p=0.000<0.05); between the promotion dimension and public administration (rho=0.544; p=0.000<0.05); there is a significant direct relationship between e-government and public administration according to the collaborators of the Sedapal Agency-Comas, Lima.

Likewise, Paredes (2020) in his research work obtained the results that e-government is significantly related to accountability in the district municipality of Banda de Shilcayo 2019, because the result of calculating the statistical coefficient Rho of Spearman, is equivalent to 0.916, which indicates that, if the state of e-government increases its level, the level of the state of accountability will also increase. It was identified that the state of government is at a medium level with 55.8%, with 26.3% at a low level and with 17.9% at a high level.

According to Fernandez (2020) in his research work on e-government in the National Jury of Elections of Peru, 28.2% of the workers in the accounting area stated that their level of knowledge of e-

government is low, 46.2% is at a medium level and 25.6% is at a high level. In the treasury area, 28.6% said that they had a low level of knowledge, 50.0% a medium level and 21.4% a high level. Finally, in the logistics area the level of knowledge about e-government is low in 5.6%, 72.2% is medium level and 22.2% is high level; the Kruskall-Wallis "H" statistical test was 0.493 and p=0.782>0.05 it was noted that there is no difference in the level of knowledge of e-government in the areas of accounting, treasury and logistics in the National Jury of Elections.

Simon (2018), obtained in his research as a result, that a high correlation (0.968) very close to unity can be evidenced, which supports the explanation of the variables External. (Provision of services through ICT's.), Internal (Implementation of ICT's.), Relational. (Interrelation of ICT's.). Likewise, the value of the Durbin - Watson, very close to 2, validates the non-autocorrelation of the variables, which strengthens the model proposed.

Yataco (2018), obtained as results of the research that e-government is associated with administrative management (rho=0.996; p=0.000<0.05); with planning (rho=0.862; p=0.000<0.05); with organization (rho=0.567; p=0.000<0.05); with direction (rho=0.338; p=0.000<0.05) and control (rho=0.993p=0.000<0.05). The existence of significant positive correlation between the variable e-government and administrative management in the Local Educational Management Unit of Chincha in 2018 has been demonstrated. This is reflected in the correlation coefficient Spearman's Rho r= 0.996.

Fabiani (2017) research hypothesis was accepted, based on the data of the collaborators, indicating that the efficiency of e-government increases the institutional development of public universities, with a statistical reliability of 92.7% and with an empirical significance level of the contrast of p-value = 0.000 < 0.05.

5.   Conclusions

1.   E-government intervenes directly in the accessibility of information to citizens while maintaining a level of responsibility on the part of the State in communicating the application of social policies that result in improving the quality of life of the population.

2.   The interaction of the State with citizens must be prioritized, among which the activities aimed at developing e-government are a priority, which implies an efficient approach of the State to the citizen, based on the basic principles of transparency, efficiency and effectiveness.

3.   In relation to transparency in administrative management, all state institutions that make up the public sector have the obligation to disseminate through an information portal or web page, as well as the necessary means available to citizens in general, the information that involves decision making.

4.   The strategies adopted by the State must promote the participation of citizens in the governmental portals, perceiving transparency and closeness between the citizen, the government and basically their priority needs.

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