

A Case Study on E-Governance in South Korea

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ABSTRACT

The growth in technology is witnessed every day and advancements in the information and communication technology (ICT) have driven other sectors to be automated in a large context. Human mentality of simple and easing of work in all aspects is increasing including the Public Governance. The Governance in current scenario is much automated through ICT to provide quicker and transparent services to the targeted people. South Korea is one of the technologically advanced countries whether the ICT networks are much faster compared to the global average and the people are eager to adapt to the advancements. The South Korean Government has put lot of efforts in E-Governance for more than a decade to implement the current advancements in to Governance, thereby providing transparent and effective E-Governance in place for the country. This conceptual paper stretches its objectives for the study of South Korean e-initiatives, e-assessment in the infrastructure and various services available in the E-Governance to the people.

Keywords: E-governance, electronic service, online services, ICT merits, information and communication technology, South Korean E-government

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INTRODUCTION

The growth in technology is witnessed every day and advancements in the Information and Communication Technology (ICT) have driven other sectors to be automated in a large context. Technology is considered as one of the main driver and enabler of changes towards advancement in a civilized community. In recent years, ICT availability has dramatically increased and involved across every sector. According to ref. [1], nowadays the international trend is towards online service delivery and greater citizen interaction, this interaction and service delivery can be achieved through the uses of new technologies. The E-Government paradigm means rendering of government services and information to public using the electronic media. The new delivery modes of governmental services have brought a revolution in the quality of

services delivered to the citizens [2]. It has ushered in transparency in the governing process; saving the time due to provision of service through single window; simplification of procedures; better office and record management; reduction in corruption and improved attitude, behavior and job handling capacity of the dealing personnel. Modern trends have made the administrative systems become more and more information-based. This has profoundly altered the environment in which governments, citizens and other organizations operate. It has also impacted the way in which new systems are being designed. E-government innovation has been a central focus for the public sector; with national and local governments around the world aware of the potential of utilizing ICT to enhance their efficiency through access to information and providing public services electronically.

According to ref. [3] E-Governance is the outgrowth of the efforts made by the governments to improve relations with their citizens. According to ref. [4], Governments have embraced Information and Communication Technology (ICT) in the form of E-Governance for better service delivery and information dissemination to citizens (G-2-C) and for intra government transactions (G-2-G). It is a strategic opportunity for the governments to harness IT to provide service excellence by increasing the efficiency of service and information delivery to citizens; build and strengthen the links and cooperation between government; its citizens and stakeholders; realize operational and financial efficiencies; assist in community building outreach; and build an environment which encourages innovation.

Asia is the world's biggest and most-crowded mainland. It has a vast assorted variety of ethnicities, religions, societies and dialects. A considerable lot of the Asian nations are known for its history, culture and human advancement. A large number of the world's best economies are a piece of this area. In current pattern, the innovation is likewise setting out as Asia driven with numerous nations like China, Japan, Singapore, South Korea are progressing to the top in enhancing the e-foundation. For example, South Korea cases to have one of the speediest normal web associations on the planet [2].

South Korea or the Republic of Korea (as it is officially known) is an East Asian nation in the south of Korean Peninsula. It derives its name for the geographical region of Korean Peninsula which extends till Japan. It is well known for its ancient civilizations with old Buddhist temples as well as high-tech cities across the nation including its capital city, Seoul. It is one of the countries with most homogeneous ethnic group and least number of

foreigners leading to one common language (Korean) and race across the nation. It is also one of the most densely populated countries in the world mainly due to its land structure.

South Korea in its internal administration is divided into eight provinces, one special self-governing province, six metropolitan cities (self-governing cities that are not part of any province), one special city and one metropolitan autonomous city. As of 2016, the South Korean population is estimated to be 50 million. The country is highly literate and urbanized above 90% which makes it a high-income economy. It is member of United Nations and one among the G-20 major economies. It is considered East Asia's most developed country in the Human Development Index and also has highest credit rating. South Korea is one of the countries in Globe which is considered to continuously giving huge importance to E-initiatives in the Governance. It is already declared to have one of the fastest Telecom Networks in the globe and is working on the path of Smart Governance.

PURPOSE OF THE STUDY

The purpose of this study was to examine and describe current status of ICT in the context of E-Governance services in South Korea as well as to identify the benefits and concerns faced by the residents in the country. This paper describes current scenario on implication of ICT in various South Korean Governmental services with the benefits and advancements with respect to the technology. The data for this study is obtained mainly through direct observation by one of the authors and also from secondary data available through research reports of International organizations and research papers published by fellow researchers. This paper mainly focuses on the case study of effective ICT implementation in

Governmental services of South Korea and is limited to such relevancy.

ANALYSIS

According to United Nation's E-Government Survey in 2014 to 2016, South Korea is listed in the top 10 countries in both the E-Government Index as well as the E-Participation Index.

Table 1 shows the income to E-participation index of various countries including South Korea, according to the United Nation's survey. The top rankings are listed and South Korea has got the highest total score. As part of E-readiness which is preliminary to the E-Governance implementation, many projects were taken by the Government. The highlight of South Korean advancement in ICT is their high-speed telecom network, which is of international standards and one among top 5 in the globe. Through this network the public are able to access many of the services including smart services such as GPS based transport, big data and so on. All the public transport in South Korea is GPS tracking enabled so that monitoring,

tracking, navigating is made ease. This will reduce the crimes, provide easy navigation for even new travelers without fear and provide smart services like locating any spot nearby like hotels, park, fuel refill and so on. The handheld electronic devices are made available in all public transport so that billing and payment is also made ease. The GPS and these hand-held devices can also be interlinked for increase in efficiency. Similarly transport through buses, trains involve the use of prepaid smart card, which can be used for cashless travel by both citizens as well as new travelers. The system is well planned and implemented to support the new registrations and temporary registrations without much hurdles so that tourist people will not have a negative impact in this regard. Still cash transactions are permitted for people who wish to do the same. Since Korea uses mostly single language in its operations and foreign language influence is not significantly found among the people, policy implementation in various modes of E-Governance seems to be easy and effective too.

Table 1. Top countries in E-participation across the globe.

Country	E-information (%)	E-consultation (%)	E-decision making (%)	Total (%)	Income level	Region
Netherlands	96.30	86.36	77.78	89.66	High	Europe
Republic of Korea	96.30	81.82	88.89	89.66	High	Asia
Uruguay	88.89	95.45	66.67	87.93	High	Americas
France	96.30	77.27	77.78	86.21	High	Europe
Japan	85.19	86.36	88.89	86.21	High	Asia
United Kingdom	96.30	77.27	77.78	86.21	High	Europe
Australia	92.59	77.27	77.78	84.48	High	Oceania
Colombia	74.07	81.82	88.89	79.31	Upper middle	Americas

Source: UN E-Government Survey, 2014.

According to Korean Government authorities, there are lots of factors determining the successful implementation of E-Government. They are given below.

Table 2 shows the key factors categorized for the successful implementation of the E-Governance services according to the Korean Government authorities. These key

factors are categorized then to front office, back office, building of infrastructure and so on. Each authority implementing the E-

Governance services takes the base key factors from Table 2 and frames their policy.

Table 2. Key factors in South Korean E-governance.

System Factors	Cat.	Key Factors
Environment	Environment	- Political & Social Factors - Economic & Industrial Factors - Technical Factors
Input	Political Leadership	- President's Determination & Leadership
	Vision & Strategy, Project Priority	- Vision & Strategy: Government Innovation and Fostering IT Industry - Project Priority: Back-Office, Front-Office, and Infrastructure
Transformation	Implementation System & Resource Distribution	- Implementation Organization: Cooperative system among the committee, managing governmental agency, and institutions - Technical Resource Distribution: Information Technology and Supporting Network - Financial Resource Distribution: Budget, Funds, etc.
Output	Output & Achievements	- International Level - Final Output
Feedback	Feedback & Learning	- Feedback: Efforts to improve on already developed system - Learning: Reflect on future plans

Source: <http://eng.nia.or.kr>.

There are many policy and service implementations by the Government in E-Governance including the current technical advancements to provide transparency as well as fasten the progress in services provided thereby reducing the time consumed for availing the services. Some of them are listed below.

- The procurement is one of the major activities in any Government function and is part of most of the departments. The Electronic procurement service of the South Korean Government has gradual increase every year with its most of the transactions in Electronic mode. According to South Korea's, National Information Society Agency (NISA), 92% of all the bidding is done through electronic means.
- The electronic customs clearance is actively available in most of the technically advanced countries. The

South Korea has also implemented its own model of Electronic Customs Clearance service and according to NISA it takes only few minutes to complete clearance for Exports and Imports subject to certain conditions. It also saves a lot in the cost and improves productivity and satisfaction.

- E-Governance is considered multi-dimensional by experts and to enable and improve transparency in the Governance; most of the Governments encourage people participation in Governance through the E-Governance mode. The South Korean E-Governance also has provision to online petition and discussion of the Government policies through its e-People portal, which also acts a weightage on the administration through E-mode by the people's complaints and suggestions.

The general lessons drawn from them show that successful e-government projects require increased ICT usage among all the public departments to improve service delivery, effective disintermediation, and locally relevant content in all relevant languages. Also creating suitable and sustainable ICT infrastructure with improved E-Readiness, coordination among participating institutions for effective service delivery, and sustained leadership are also significantly important [5]. Another important lesson from the above study is the need for ensuring proper coordination among various departments involved for real time updating of data and better online service delivery. The South Korean Government has taken immense care and attention in this regard to a successive progress for more than a decade.

CONCLUSION

The achievement of E-Government lies in applying the standards in an intelligible and all-encompassing path by interminable individuals crosswise over organizations, states reliably finished a period. E-Governance is now assuming an essential part in the worldwide economy. The different offices of United Nations Organization (UNO) and the World Bank are as of now giving huge help to the E-Governance activities. E-Governance upgrades the viability of national and Government connection. Keeping in mind the end goal to satisfy this need, this paper

exhibited a contextual investigation about the advancement of E-administration in South Korea and the different executions and administrations accessible as a component of the South Korean Electronic Governance utilizing ICT applications [6].

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