

https://dspace.org/

Towards smart governance through a multidisciplinary approach to e-government integration, interoperability and information sharing: A case of the Labour Market Intelligence project in South Africa

Manda, More Ickson

2020

https://hdl.handle.net/10539/30407

Downloaded from a DSpace repository. https://dspace.org/

Towards smart and interoperable governments: Introducing the Integration, Interoperability and Information Sharing Complexity Framework.

Abstract

Information sharing and the integration and the interoperability of systems remains complex in e-government. Institutional barriers such as technology, regulation, culture, politics, resources, trust and leadership have prevented governments from reaching higher levels of e-government maturity characterised by seamless integration, efficiency and improved service delivery. Using data collected through an extensive review of literature, document analysis and empirical data from a case study of South Africa's digital government transformation journey, we propose the Integration, Interoperability and Information Sharing Complexity Framework. The framework provides a theoretical basis to understand the complexity and some of the barriers to integration, interoperability and information sharing.

Keywords: e-government, power, politics, institutional theory, circuits of power, interoperability

1 Introduction

The integration and interoperability of e-government systems and information sharing have become one of the widely adopted strategies by governments in improving governance and synergies in operations so as to improve service delivery (Pardo, Nam & Burke, 2012, Manda & Backhouse, 2017). A new trend in e-government has thus been "the evolution towards the provision of integrated public services…Along with integrated services, e-government may increasingly support policy integration and encourage the efforts of various government