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Clayton, Bernard

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The Role of Technology and Mobile Governance in Today's Society: Analyzing How Apps Are Used in Governance

Bernard Clayton

Cyber Security and Policy Research Institute, George Washington University, USA

Email: bernard.clayton@cyberspacetrust.com

Abstract

In recent decades, democratic countries that are part of the globalized world have been striving to empower their citizens, and M-Governance has been viewed as a tool that will facilitate that process in a way that will be useful to them. Democracy is based on the belief that citizens should be able to access government services online at any time of the day, as well as being empowered by being able to do so. In this process, there are several pertinent issues that need to be addressed, including the privacy of citizen data and the sharing of that data across countries, as well as equal access to electronic services throughout the world. With the help of a critical discourse analysis, we explore the perception of mobile governance as a catalyst for empowering citizens in the global advancement towards electronic democracy on the basis of a critical discourse analysis. In developing countries where it is not possible for every citizen to access mobile governance, what role does mobile governance play in facilitating democracy? The deployment of m-governance could also assist the democratic process in a developing nation where each citizen's personal information is collected and used for security purposes to identify "potential extreme violence." As far as m-governance and democratic principles are concerned, they are unlikely to progress together or enable one another. It has also been suggested that democracy, or the ability to enable it, is the key to progress and stability in a country. In order to truly empower citizens, it may be necessary to consider a new concept of governance, one that utilizes ICTs and m-governance to reach every citizen in an adequate manner, without interfering with their rights to be themselves, but without violating their human rights in the interest of enabling democracy.

Keywords: *Technology and society, impact of mobile apps on society, impact of mobile technology on governance , mobile apps and governance, m-governance, e-governance*

Introduction

It is a major objective of m-Governance to make government more accessible to all citizens, including those who live in remote areas, through the use of modern information and communication technologies, which are meant to make government more accessible to everyone. There is a system that uses mobile devices and applications to optimize the effectiveness, efficiency, and the delivery of services to the general public by using mobile devices and applications. Mobile applications and devices play a crucial role in achieving this goal. It is a method that can be utilized to promote and facilitate more convenient democratic

functions through the use of mobile media in order to make them more accessible. An important responsibility of the government in a democratic society is to serve the public interest by focusing on the needs of society at large so that the government can serve the public interest. Government is a term that refers to the relationship between the government and the political, social, and administrative environment in which it operates as a whole. In order to transform citizens' service in order to empower citizens and make it more effective, m-Governance can be used to empower citizens in order to empower them and make it more effective. Furthermore, it is important to keep in mind that enabling citizens to participate more easily in their government increases their chance of success both economically and socially as well. There is no doubt that this will improve the quality of life for the current generation, but there is also a possibility that it may improve the quality of life for the future generations as well. As a new area of technology, m-Governance, which involves the use of mobile devices and applications for governance, is undoubtedly a promising one. As far as new technologies are concerned, this is one of the most promising areas. There has been an increase in popularity of this method over the past few years as a result of its low cost and ease of accessibility. As far as rural areas are concerned, it is undeniable that email is one of the most cost-effective forms of communication.

A number of governments with a good degree of technological advancement, including Singapore, have been using mobile phones to access public services since the COVID-19 pandemic began last year. Increasingly, mobile phones have been used as a means of accessing public services. Due to the phenomenal growth of mobile usage in their country, other countries less digitally advanced may be able to reshape their approach to delivering services based on the experiences they have gained through their mobile use.

There are many ways in which SMS can be used to address some of the most pressing health challenges that face the world today. Among these services, there is awareness raising about clean drinking water, birth control, maternal health, stunted growth, and other primary health care services such as emergencies.

I believe it is important when designing or implementing mGov that whole-of-government approaches are encouraged to be used whenever possible. In spite of the fact that involving every division of the government may present challenges, it will be worth the effort to coordinate across agencies, since it will allow less duplication of efforts to be made as a result of doing so. The end result of a process that is more cohesive will be beneficial to citizens the most, since they are the ones who will benefit most from the results.

The last but not least factor that should be taken into consideration is the involvement of the citizens and civil society.

Current Scenarios in M-Governance

It has been observed during the present era of technological advancements that the use of technology in business and commerce has expanded beyond its traditional uses that have been associated with it in the past. It has also been observable that there has been a convergence between it and governmental issues in recent years, which is a very positive development. For

democracy to continue to function properly, it has become increasingly imperative that the technology used for voting and referendums, which are the foundational elements of a democratic system, has become increasingly accessible to the population not only electronically, but also through mobile devices which can be carried with them wherever and whenever they are needed. Providing government services to citizens on demand at their doorsteps when they make personal requests is also an example of mobile governance. The purpose of this is so that the government can provide you with services. It has resulted in an improvement in the quality of life for these people as a result of this. Using m-Government, it can be anticipated that governance issues will be handled in an open, flexible, and free manner, and that as a result, there will be a greater link between government and citizens as a result of the implementation of m-Government.

Due to the considerable differences between Internet access and mobile phone penetration, there has been a significant gap between Internet access and mobile phone penetration, so much so that m-governance has become a reality around the world as a result of these differences. Historically, there have always been strong connections between modernized public administration and electronic government, as m-government is one of the most comprehensive systems in the world when it comes to both social and technological aspects.

Since m-governance applications are becoming more and more popular all over the world, it has become obvious that governments around the world have a number of opportunities to improve their services and to minimize their costs by using m-governance applications. It is therefore possible for m-government applications to increase the effectiveness of an organization in a variety of ways by increasing its efficiency. Public authorities use a variety of applications in order to carry out their duties. This includes keeping them informed about traffic conditions, assisting them in emergency situations, notifying them about tax payments and bill payments, conducting field inspections, and even tracking stolen vehicles.

In the context of government mGovernment, or mobile government, refers to the use of government services and applications in a strategic manner. The concept of mobile governance refers to the decision-making process that can only be produced through the use of cellular/mobile telephones, laptop computers, personal digital devices, and wireless internet infrastructure within the realm of cellular and mobile communications.

It is important to note that mGovernment services today are divided into four dimensions. Their goal is to transform eGovernment services directly into mobile platforms, making mobile technologies and applications available to government field workers, allowing for smart / flexible working and the provision of citizen services anywhere in the world via any mobile device. Recent research suggests that governments around the world are now looking for strategic approaches to implementing mGovernment services rather than developing silos of solutions at different ministries or agencies.

Critical look into M-Governance

We have identified some poignant issues related to m-governance and ICTs as tools for enabling democracies in this critical discourse analysis. In the first place, it seems that the concept of democracy and the concept of m-governance have different relevance in developing countries versus developed countries. M-governance techniques might seem like a cost-effective option to deploy in a democracy that is in the process of developing, but the lack of infrastructure and uneven distribution of education adversely affect the concept of m-governance. Perhaps, it is not correct for people to claim that the electronic governance is really facilitating democratic governance unless 100% literacy has been achieved, which includes all people and the infrastructure to support the ICT deployment has been put in place. There is a potential conflict between the argument for m-governance in the case of developed nations and the principles of democracy itself when it comes to m-governance. It is in the interest of security and citizen participation in the democratic process that m-governance necessitates the gathering and storing of citizen data in the interest of democracy. With the emergence of a globalized world in which dual citizenship is the norm, the sharing of data between nations, as well as the misuse of their information, is causing privacy concerns among citizens of these nations. On the other hand, m-governance has the potential to facilitate or inhibit democracies through the election process in a radically different way from the way it facilitates or inhibits government. In one nation, it has been used to manipulate (thus inhibit) democracy; in another nation, it appears to have facilitated democracy.

The notion that m-governance is being deployed to enable a better quality of life in a democracy and to empower citizens seems like noble ideals that are fundamental to the deployment of m-governance. While we observe that the world is becoming increasingly globalized, and that developing nations are progressing rapidly, it is also becoming more common for people to migrate from one country to another.

Organizational Structure with reference to M-Governance

In this context, the 'government-as-a-whole' environment provides capabilities for public service providers to offer a 'one-stop shop' for their needs. In order to implement this service, it is necessary to integrate government processes and information across multiple jurisdictions, with specific accountability and responsibility for different parts of the service. This leads to the formation of a bureaucratic network, highly integrated in business processes, but with a complex accountability and governance framework; each actor in the network is required to comply with regulations that are outside their normal jurisdiction in addition to their own, which creates a bureaucratic network. Hence, the actor-network relationships deviate from the traditional hierarchical organizational structure of the bureaucracy in this manner.

There are a number of other networks that form in addition to the operational service delivery network described above that have an impact on the definition and performance of the service delivery process. As well as citizen networks, there are also networks representing politicians and funding agencies.

As one of the primary values of m-governance, citizens are empowered to do more with limited resources, to create new opportunities and to allow for increased interactions between citizens

and their governments, which is one of the key characteristics of m-governance. Therefore, citizens become stakeholders in the change process brought about by m-governance initiatives that bring about change.

In order to explicate the concept of the government as a whole, it can be explained in terms of a normative approach, in which emphasis is placed on the achievement of collective political goals and the establishment of common standards in order to explain the notion. As far as governance and operating processes are concerned, there is a significant difference between the rational choice model of operating and the normative behavior model of operating, primarily because the latter requires horizontal collaboration amongst the various members of the organization. There may be rational choices to be made regarding operations that are different from those that emerge from normative approaches that may have an impact on control structures, resources, relationships, incentives, and the political ownership of the organization that may be informed by these rational choices. Having been involved in the implementation of m-governance on a large scale in the past, we have found that reconciling the differences between these two on an ongoing routine basis has proven to be a major challenge and barrier to m-governance implementation on a large scale as we have found in our own experience. Additionally, there have been instances in which normative approaches have created irrationality in the decision making process when it comes to investments in information and communication technologies as well. As an example, the government might decide to have a single financial system that will serve the whole of the government, for instance. However, with the conversion from the agency-specific system to the common system, there may be an extraordinary amount of expenditures for some individual agencies without much of the benefit accruing to them from this change. Stakeholders are usually not able to understand what the rationale behind certain situations is, which can lead to confusion.

Challenges of M-Governance in today's world

For us to be able to solve the issue of m-governance effectively, we need to take into account the multitude of cultural and sub-cultural sensibilities that we must take into consideration when it comes to the macro issue of m-governance. We are currently working in a country where the majority of people speak at least 12 different languages, so we are trying to create an app that will be able to support multiple languages in order to develop an app that will work in multiple languages. In the event that we are able to meet all of the language requirements, we will be able to create an m-governance system that is more cost-effective. What can we do in order to achieve this goal? Can the promise of m-governance that governments will become more cost-efficient as a result of increased use of technology be shattered if the technology which is used becomes more expensive than that used by organizations that don't have mobile support in their operations? Then, if that were the case, wouldn't m-government commit a self-defeating act, if that were the case, if that were the case? It is due to this, as well as many other factors, that it is very challenging to study macro issues related to m-governance. This adds to the complexity of the research, making it even more challenging.

Thus, if we are to improve the interface between people and politicians, it is imperative that we create a bridge between what people want and what politicians want. It is only when this bridge

is built that the vested interests of politicians can be bridged with the common interests of the public. In order to achieve that goal, politicians must recognize the importance of development in their countries, and they must also be willing to acknowledge that the ultimate gain will go to the people if politicians reach this level, and the political system will become more stable. Political system will get more stable if politicians reach this level. As a result of this situation, where via mobile technology we will be heavily dependent on the completion of development works and the redress of people's grievances, the more educated, energetic, and dedicated people will be attracted to politics. In other words, the criminalization of politics will be replaced by the politicization of crime. It is clear that the current situation calls for a pragmatic shift to accommodate the concerns of the common people who are suffering the brunt of bad power politics at the moment. In order to remedy the situation, technology needs to be used to promote the people's interaction with politicians, and, in turn, to make the democratic process more vibrant.

In the early days of m-governance, the focus was largely on the deployment of ICT and not on creating robust business models that were backed by theoretical research, particularly in the areas of collaborative programming, risk management, performance, evaluation and governance. Consequently, there was a lag between ICT deployment and bureaucratic transformation in the race to meet anticipated m-governance objectives, and this contributed to the failure of the governance of the implementation of m-governance.

Conclusion

A number of poignant issues related to the notion of m-governance and the role of ICTs in enabling democracies were highlighted in the critical discourse analysis conducted in this study. To begin with, the concepts of democracy and m-governance seem to have different meanings in developed and developing democracies. Although m-governance techniques seem to be a cost-effective option in a developing democracy, limited infrastructure and uneven educational distribution adversely affect this concept. It is not correct to assume that e-governance facilitates democratic governance unless a 100% literacy rate is achieved, which includes all the people and infrastructure to support the deployment of ICT. The argument for m-governance is in conflict with the principles of democracy in developed countries. The concept of m-governance necessitates the gathering and storing of citizen data in the interest of security and participation in democratic processes. Having dual citizenship in a globalized world raises concerns about the sharing of data among nations as well as the misuse of their information. As a result, m-governance appears to have a different impact when it comes to facilitating or impeding the process of democracy through elections. It may be necessary to critically examine the concept of democracy itself.

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