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An Analysis of Mobile Governance and Its Impact on the Economy in the Asian Context

Daan Heikkinen

Abstract

Since Government-to-Citizen (G2C) services are becoming increasingly mature in Asia in terms of electronic delivery, as they become more mature, the demand for multi-channel delivery of Government-to-Citizen (G2C) services is increasing at an increasing pace as the maturity of electronic delivery of G2C services in Asia increases. There is a growing trend of teledensity and mobile penetration in many countries, which means that a growing number of mobile services can be provided via mobile devices as a result of the increasing teledensity in the country. In Asian cities outside of metropolises that are not located within metropolises, a wide range of services are being offered through mobile devices that can be accessed via a mobile device. Mobile government is becoming increasingly accepted for use in government, however, it is important to determine which sectors, like education, infrastructure, etc., will be using it. It is likely that the government will be able to benefit from the application of this technology as a way of providing services to the public once it gains acceptance in the government. It should be pointed out that in order to identify which sectors are likely to be able to benefit from mobile government services, it is necessary to examine the factors that determine which sectors are likely to be prioritized by the government in the future. This study aims to provide a qualitative analysis based on the purpose of providing a qualitative analysis based on the purpose of identifying the top priority sectors for mobile government applications in Asia, as well as how those sectors will impact the economy, and how these sectors will be prioritized in the future in light of different factors.

Keywords: Mobile governance, impact of mobile governance on economy, mobile governance in asia, mobile governance economic sectors

Introduction

Traditionally, Asian governments have been involved in providing digital services to their citizens for a long time, but this has been a one-way process. With advances in digital technology and the emergence of open data principles in Asia, governments are working in a collaborative process that benefits from the advances in digital technology and the open data principles. The Governments of a number of countries in Asia have made an effort in terms of technology to rebuild mobile-based services for their citizens, with the goal of providing them with functional services at their fingertips 24 hours a day, seven days a week at the press of a button. According to the major findings, the functional status of the m-governance services delivery mechanism in Asia is related to privacy concerns, information quality, grievance redressal and customer satisfaction.

There are most common Government Mobile Platforms in Asian countries that are meant to serve as a one-stop-shop for all the government mobile services which are offered by the government, which can be accessed online through a website. With the introduction of this platform, all public institutions in the Asian country will be able to deliver services through mobile devices. This is done through a uniform platform which can be used by all public institutions within the country in order to deliver services through mobile devices. All the government-related mobile services in the Asian country are provided by one single point of contact/area under one roof, which is essentially a one-stop-shop. Currently, public institutions are allowed to provide SMS and mobile Web channels to their constituents in order to deliver their services to them in accordance with the current version of the platform. As a result of the platform, public institutions in Asia will also be able to provide services to their citizens in the near future through mobile applications that will be able to be downloaded by their citizens to their mobile phones.

In order to implement the principles of good governance and to create new dimensions of economic and social progress, governments all over the world are harnessing the potential of information and communication technologies (ICTs) to create new facets of economic and social progress in all parts of the world. It is true that a number of studies have shown that the penetration of the Internet and the gross domestic product of countries are correlated and that the penetration of the Internet impacts the economy. There has been an increasing trend among governments in developed as well as developing countries to embrace eGov - the use of information and communication technologies to change the way

governments work, how they interact with citizens, businesses, and other government departments by using ICTs - a technology that has been adopted by governments both in developed and developing countries. It is important to note, however, that in order for people to be able to access public services online, they need to have a strong connection to the Internet as well as good network connectivity, both of which are beyond the financial capabilities of many countries. There has been an increasing use of mobile technologies in Asia and it is now being harnessed for the purpose of making good use of them in order to achieve the concept of mobile governance (MGOV).

There is a low literacy rate among women in Asia, in addition to the basic economic and social problems that these women face in their everyday lives. This poses a challenge to their participation in politics and their rights to vote. This makes voting and participation a low priority for these women. As a result, it is of vital importance that we increase the level of awareness among the members of this group. This is because they will benefit from having a voice when it comes to government decisions and policies that directly affect their lives on a daily basis. Civil society and a variety of human rights instruments can be used to raise awareness of human rights through the engagement of civil society and the use of different human rights instruments. In spite of the fact that the government may not be able to provide the means for such women to gain empowerment, civil society organizations might be able to provide them with a number of channels through which they can participate, including by using mobile phones.

Best Practices and Way Forward for M-governance in Asia

There was a time when information that used to be retained behind the firewall of the government was not anymore retained behind the firewall. This is an application that is available for mobile devices. As a result of this phenomenon, there is a change taking place in geographic location, type of mobile device, as well as communication channel. Even though the data that is held in a company isn't as confidential as that held in a government organization, a laptop that is left unattended in a taxi or a smartphone that is stolen can have a significant impact on the operation of a company and its reputation despite the fact that the data is not as confidential as that held in a government organization. If an organization implements and is seen to implement robust information governance

procedures for mobile devices, there is no doubt that it will do well if it implements and is seen to implement those procedures.

The M-Government in addition to disseminating information to the public, facilitates the implementation of government services, transactions, policy implementations, and resource distribution across agencies by facilitating the dissemination of information to the public. The result of this is that agencies are able to reduce costs and become more efficient as a result. In addition, citizens are able to receive services that are faster and more convenient as a result. In spite of the fact that e-government was faced with challenges and barriers during its adoption and implementation in Asia, it became increasingly relevant to provide a superior flow of information in order to provide a superior service to citizens. There has been a proliferation of mobile devices among both the general public and government employees in various organizations in the past few years, as mobile devices have become more prevalent in the past few years.

Economic Impact of M-Governance

Despite the growing popularity of mobile computing, there are a number of benefits that can be derived from its use. With the help of this technology, it is possible to access information whilst on the move, no matter whether you are working remotely or from home, regardless of whether you are on the move. There is a term called mobile governance (m-governance), which refers to the strategy of using wireless and mobile technologies, services, applications, and devices in order to deliver government services in a mobile environment to all public institutions, businesses, and citizens. It is intended that during the course of this project, we will focus on enabling public sector ICT systems to be interoperable with mobile devices owned by citizens. This will be done throughout the duration of the project. As a result of an increase in mobile phone usage in the country, it aims to expand the reach and increase accessibility to public services across the country, especially in the rural areas, as a result of a growth in mobile phone use. By utilizing new innovations in mobile applications to provide government services through them, the government will also be able to take advantage of the ongoing innovations in mobile applications. Mobile governance is intended to take full advantage of the mobile penetration potential in the country so as to improve the delivery of public services to the people. M-Government Authority, which is responsible for overseeing and coordinating all

initiatives related to m-government in Asia, is also responsible for overseeing and coordinating the implementation of this strategy, which is the task of the M-Government Authority, which is responsible for overseeing and coordinating all initiatives related to m-government in Asia.

There is no doubt that mobile phones have the potential to greatly enhance the access and reach of public services in Asia to a greater extent than they have in the past. By accelerating the use of modern information and communication technologies, it is possible to enhance governance and foster inclusive development in the Asia-Pacific region, taking advantage of the rapidly expanding subscriber base of mobile phone users in Asia. In order for an m-government service to be considered mature, it must provide citizens with a transaction-oriented service that specifically meets the needs of the citizens. It is clear that the introduction of transactional services will require a step-by-step transition - from delivering simple information-based services over SMS to delivering application-based services in a sequential manner - in order to realize the full benefits of transactional services.

Conclusion

In terms of m-government, this refers to the use of mobile or wireless technologies to improve the governance services and information available to citizens at any time and from anywhere in the world. A very important thing to understand is that M-Governance is not a replacement for e-Governance, but rather a complement to e-Governance, so it is important that both are used together. The goal of m-Governance is to make it possible for citizens to access electronic services using mobile devices such as mobile phones that use mobile technology as a means of accessing electronic services using the mobile technology.

The potential for using mobile technologies for good governance is without a doubt huge and there is no doubt that it holds an enormous amount of promise. During the recent past few years, we have witnessed how basic mobile phones (voice and SMS) can play an important role in empowering citizens and changing the way in which they interact with one another and with society as a whole. This paper describes a number of cases and pilots that have been conducted in East Africa, where mobile phones and mobile applications have been used for good governance purposes, either in addition to other forms of good governance methods that have been used in the past or as a complement to them. The

author of this paper describes a number of cases and pilots that have been conducted throughout the asian region.

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