

Development Agenda for Good Governance using MIS and E-Learning Platforms in Developing Countries

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Abstract:

Governance deals with decision making as well as the process through which decisions are analysed and implemented. It does not concern with government, rather it concerns with how government and other organizations interact with employees and workers, relationships between government and citizens in terms of development, and finally how decisions are taken in a complex situation. Good governance is usually attributed to performance and accountability of government. Most developing countries are usually facing problems of good governance. Corruption has taken over all the sectors of government, there's no proper accountability, and performance of government and workers are always not encouraging in terms of productivity and capacity building. This paper aimed to provide information & communication technology (ICT) solutions towards providing good governance in developing countries. This can be achieved with objectives as follows: to provide models that can be used to implement management information system (MIS) within the government agencies and parastatals in ensuring accountability and integrity of

government records and transactions; to provide e-learning models that can be used to enhance performance of government workers in terms of training and evaluations. The paper is a descriptive research and uses Unified Modelling Language (UML) techniques to provide descriptions and models of MIS and e-learning to be implemented in government institutions or agencies in developing countries. The propositions and implementation models are presented using swim lanes (process model) diagrams. The study is significant to policy makers in developing countries towards providing good governance, it can also be used in academic fields of information technology (IT) and social science for reference and further research related to this topic. The study recommends that ICT infrastructure should be adopted in government institutions towards easing government functionaries and activities, government should adopt the use of information systems in all institutions and agencies, e-learning platforms should be adopted for training and retraining of workers towards improving their performance and efficiency in rendering good governance to citizens. ICT and computer literacy knowledge should be provided at both school level and places of work.

Key words: Development, Governance, Good Governance, MIS, E-learning

1. INTRODUCTION

Governance is the act of decision-making as well as ensuring which decisions are implemented or not implemented [1]. It means, the process of taking decision on certain policies or issues as well as implementing such decisions. Sometimes, it requires reviewing decisions taken to ensure their implementations and to implement decisions that are yet to be implemented. Governance involve actors at various levels such as government at both national and international levels, corporate organizations, non-governmental organizations (NGOs), traditional and religious leaders, citizens, etc.

Good governance provides active participation of both men and women directly or through legitimate intermediaries or representatives. It requires a legal framework that will fairly provide full protections of human right especially in dealing with minorities as well as providing independent of judiciary and judicial system. It also requires transparency in taking decisions as well as enforcement of such decisions. This can be achieved through provisions of adequate information that will be accessed freely by stakeholders involved in the decision taken or decision to be enforced.

Accountability, efficiency and effectiveness are also part of the requirements for good governance. All actors involved in governance must be accountable to the public as well as their institutional stakeholders. Moreover, actors of governance should ensure that processes and institutions produce results that can meet the demands of society while utilizing the resources at their disposal [1]. Therefore, to effectively produce results that can meet the needs of society, actors of governance are expected to be conversant with the policies and decisions made towards implementation as well as to keep themselves up to date with knowledge and skills through training and retraining.

However, most developing countries are usually facing problems of good governance. Corruption has taken over all the sectors of government. There's no proper accountability, lack of fairly participations of stakeholders involving men and women, and performance of government and workers are always not encouraging in terms of productivity and capacity building. This paper aimed to provide ICT solutions towards providing good governance in developing countries. This can be achieved with the following objectives:

- i. To provide models that can be used to implement MIS within the government agencies and parastatals

- in ensuring accountability and integrity of government records and transactions.
- ii. To provide e-learning models that can be used to enhance performance of government workers in terms of training and evaluations.

The research also revealed the role of ICT in providing good governance. Information Technology (IT) promotes good governance in terms of increase in transparency for governing processes, more access to information, and provision of accountability by the stakeholders involves in good governance [2]. Citizens usually get access to public documents and other policy issues through the internet. This is because, most government agencies use IT facilities to reach out to the general public on their accomplishments, programmes, plans as well as achievements.

All government offices are linked to a network with resources being shared among workers. This has made the workers and officers more responsible in their workplaces which brings improvement in their work culture. It also reduces corruption as the system brings transparency and sanity in workplaces [3].

IT has brought so many developments to society that helps in improving good governance. This touches areas like business where we have several e-commerce platforms that complements our day-to-day business transactions and activities, banking sector which permit means of electronic payment and online banking in addition to Automatic Teller Machine (ATM) services [3].

IT represents supportive element that cooperates and facilitates the transfer of information across organizational boundaries through management information system (MIS). MIS is used at various levels by top-management, middle and even by the operational staff as a support for decision making

towards achieving strategic aims and objectives [4]. The MIS helps in bringing technological development that make good governance possible by improving sectors like public administration, education, health, agriculture, and environment. It gives room for collecting and storing data that can be retrieved and used for decision making whenever the arise [5].

2. METHODOLOGY

The present paper is an outcome of the research undertaken for a doctoral level degree which is descriptive (exploratory) research in nature where attempt has been made to use unified modeling language (UML) techniques to provide descriptions and models of MIS and e-learning to be implemented in government institutions or agencies in developing countries. The models are presented using swim lanes (process model) diagrams.

3. PROPOSITIONS ON IMPLEMENTATION OF MODELS

This section presents the proposed models as well as explains the functions of these models which can be implemented in future. The models are based on the MIS and e-learning with major attributes of good governance. The attributes considered for this study are accountability, integrity and performance. The MIS model depicts the accountability and integrity issues, while the e-learning depicts the performance aspects of good governance. These are presented in the models below:

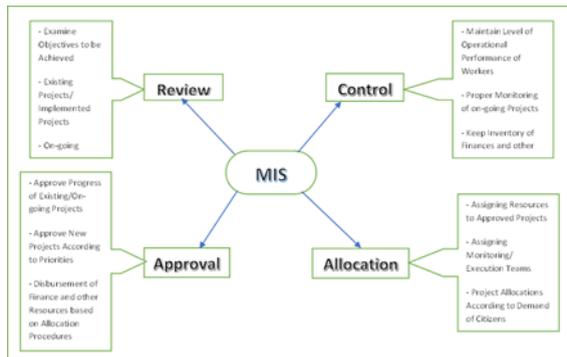


Fig.1. MIS Model Depicting Accountability and Integrity Attributes of Good Governance

The above figure represents the MIS model that handle the accountability and integrity attributes of good governance. The model has four (4) components surrounding the MIS at the center. These components are review, control, approval, and allocation. The review and control represents the accountability aspects of good governance, while the approval and allocation represents the integrity aspect.

The MIS model if implemented will pave way for good governance by promoting accountability and integrity. The review component of the model will enable the actors of good governance to examine the laid down objectives to be achieved, to determine the existing projects as well as projects that have been implemented. It will also give room for assessing the on-going projects. Actors like government can use this platform to know the level of project execution and implementation. Citizens can also use this medium to view the existing and on-going projects in respect of their constituencies.

The control component of the model if implemented will provide actors with means of maintaining level of operational performance of workers through monitoring of on-going projects. Citizens can also report performance of workers in respect of project execution or activities of agencies regarding

policy implementations. The system (model) will also provide means of keeping records for future retrieval and use.

Integrity is one of the complex attribute in terms of good governance. This has to do with granting approval and allocating project or resources. Actors of good governance have to be diligent and unbiased in handling this component. Therefore, MIS model if implemented will promote this component. The system will ease the process of approving progress of existing or on-going projects. It can be done based on the parameters setup within the system which cannot be manipulated by the actors. Approval of new projects can also be done according to priorities. Disbursement of finance and other resources can also be done based on allocation procedures. Finally, the MIS model if implemented will assign resources to approved projects, assign monitoring and execution teams, project allocations can be done according to demand of citizens. By this, good governance can be achieved because it will eliminate any elements of biased and selfish interests by the actors involve in governance.

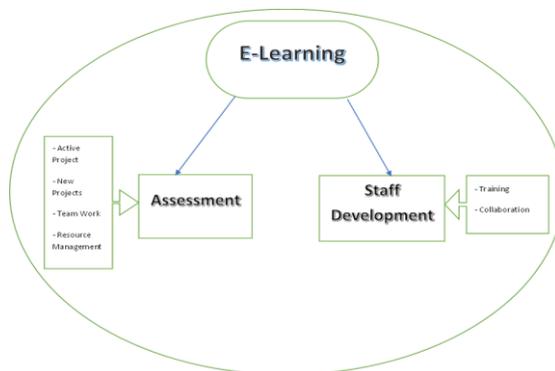


Fig.2. E-learning Model Depicting Performance and Evaluation of Good Governance

The above figure represents the e-learning model that can be used for improving good governance. It has two (2) components for assessment and staff development. These components

handle the performance attribute of good governance. The assessment aspect of the model will enable actors to gain knowledge about active project such as level of progress, resources consumes, and resources available for the project. It can also provide assessment on the level of teamwork performance of the workers.

The most important aspect of this model if implemented is the staff development. It will provide means of training the staff or workers to improve their performance towards achieving more productivity. The model will provide on-the-job training whereby workers will not require to go on leave for the purpose of training or acquiring knowledge on new innovations about their job. The platform will provide learning modules to staff with up-to-date innovations on the current/new trends regarding their jobs. It will contain some live modules interactivity with resound personnel. The model will also provide collaborations among team members and other staff/workers within the circle. This may contain live chat interactions among staff, sharing of learning resources on new innovations, and forwarding inquiries to senior personnel for clarifications and further assistance.

4. CONCLUSION AND RECOMMENDATIONS

Governance is all about taking decision on policies that can improve standard of living of citizens as well as implementing such policies. When such is achieved, it means we have good governance. This paper provides models of MIS and e-learning that can improve the accountability, integrity, and performance aspects of good governance attributes. These are chosen because, in developing countries, corruption has taken over every aspect of governance which resulted to difficulties in achieving good governance for the citizens.

The models if implemented will provide proper means of handling accountability regarding review of policies and resources without any bias or conflict of interests. It can provide free flow and control of project management, maintenance as well as keeping track of resource movement and allocations. The model will provide means of assessing the performance of workers as well as provision of training while work is on progress.

However, the following recommendations were made:

- i. Policy makers should create awareness to citizens about good governance
- ii. ICT and computer literacy knowledge should be provided at both school level and places or work in developing countries
- iii. Government and NGOs should adopt the use of MIS and e-learning platforms in policy development and implementations
- iv. Further research can be done in order to improve this model and possible implementation of the model.

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