

E-governance and Social Education in Africa: a Trend or a Real Appropriation? Case of Burkina Faso

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Abstract—According to international reports, the relationship between e-governance and social education is contributing to improve the growth of developing countries, especially in Africa. Despite the redoubling of efforts to use electronic and mobile services to the benefit of all and the increased access to broadband, significant regional disparities persist. The e-governance appropriation is not yet mastered by local users in Burkina Faso.

Keywords: *E-governance, social education, appropriation, information and communication technologies, Burkina Faso.*

I. INTRODUCTION

The development of information and communication technologies, mainly the Internet helped to transform the relationship between the State and citizens in many countries around the world. According to reports of the UNDESA, African Governments demonstrate a real will to transform the relationship between the administration and its users, including by strengthening the use of ICT [1].

They multiply the initiatives for providing services of online information to citizens. Civil society is also requested to implement a number of initiatives to contribute to better democratic governance by ICT. What is exactly the specific case of Burkina Faso? This article ponders the state of affairs of the practice of e-governance in Burkina Faso.

II. CONTEXTUAL APPROACH TO E-GOVERNMENT

For UNESCO, e-Government is defined as "the use by the public sector of information and communication technologies in order to improve the provision of information and services, to encourage the participation of the citizen in the decision-making process and making Government more accountable, transparent and effective [2]. According to the former Director General of UNESCO, the world is at the crossroads of technological advances that can open up vast horizons for growth and development [3]. More than one billion three million people (1.3) are not connected to electricity, and more than four billion people have no access to the Internet. However, 'access and connectivity, she added, are essential for companies all over the world [4].

At the regional level, the statistics published by the United Nations reveal that Europe (United Kingdom in

mind) continues to be the leading provider of e-Government, followed by the Americas (United States), Asia, Oceania and Africa, where Mauritius is the most efficient. Also, it resulted that e-Government has increased at a rapid pace over the past 15 years [5]. And since 2014, the 193 member states of the United Nations have had some form of presence online. Despite the redoubling of efforts to use electronic and mobile services to the benefit of all and the increased access to broadband, significant regional disparities persist. Unlike the promising and extraordinary opportunity offered by ICT in developing countries, most African countries are not yet engaged in the digital age: where a 'back-office' is not yet developed to date.

III. STATE OF THE ART E-GOVERNANCE IN AFRICA

In the African context, development through the use of ICT has been put forward just to save face and to be part of the 'in' countries which have naturally Web portals, email addresses and accounts on the social networks. The statistics shows the reality of the regional gap in Africa compared to the rest of the world [6].

E-governance requires a lot more than technological know-how to develop and operate services in line with success [7]. We have to resort to strategic approaches to the organization and assembly of concrete resources such as computers, networks, and intangible resources such as the competence of employees, organizational processes and the knowledge of management process [8].

IV. METHODOLOGICAL APPROACH

Two main methods are used to examine our research question (Is e-governance a fad or an appropriation in Burkina Faso?). It is the adoption of the qualitative method based on in-depth interviews with multiple case studies, projects of e-governance in Burkina Faso and the sectorized data analysis. The method of semi guided interview is applied to 20 stakeholders with socio-professional backgrounds of e-governance in Burkina Faso. The technique consisted in interviewing separately "a small number of people (twenty interviewees with varied profiles)" [9].

Using the method of analysis of multiple cases, collective case studies based on experimental projects are

intended to better circumscribe a phenomenon from multiple cases, in a more exploratory perspective [10]. Starting from an exploratory investigation, we have selected four major e-governance projects applied to Burkina Faso. These four projects are analyzed according to the degree of adoption and appropriation of the technological tool by key users in the business sector concerned. These are the following projects: the project SYLVIE (customs administration), the e-Council of Ministers (Government of Burkina Faso), the integrated

one-stop desk (SIGU) and the 'Presimetre' of the NGO Dakonia related to the assessment of the Government action by the people.

V. PRESENTATION AND ANALYSIS OF RESULTS

The following results present the state of the e-governance mastering in Burkina Faso.

Projects	Accessibility	Reactivity	Updating	Participation	Appropriation
E-Council of Ministers					
Archived information	YES	NO	NO	NO	NO
Databases	NO	NO	NO	NO	NO
Integrated One stop Desk					
E-payment	NO	YES	NO	YES	NO
Website	YES	NO	NO	YES	NO

The above results demonstrate that the e-governance is not yet mastered by local users in Burkina Faso. Most of time, the concept of e-governance and its

implementing are only used to be well noted by financial partners. The table below illustrates the results to the educational impact of the practice of e-Government in Burkina Faso.

Target users	Applications	socio-educational benefits
Citizens (basic users)	information and orientation licenses and tax regulations	Faster interactions which reduce transaction costs, reduce the regulatory burden, and reduce corruption.
E-governance project actors (administrators)	improved access to the Government market	A reduction in transaction costs, greater transparency and a reduction in corruption.
Government representatives (decision makers)	E-acquisition	Information and guidance licensing and regulation payment of tax
Technical actors (trainers)	The transfer of data Sharing information	Automation of the process back-office, transaction costs reduced and a better sharing of information

(Source: Guida and Crow 2009; revised and adapted)

In the light of the success in some Western countries (case of the Estonia in 2000) with the strategy of "no paper" [11] and even in Africa, Burkina Faso initiated an e-Council of Ministers in 2014. For example, in Seoul in 2002, thanks to ICT, citizens can follow the status of their paperwork, know the service that processes their records and be informed of the reasons for any refusal [12]. However, in the case of Burkina Faso, the project e-Council of Ministers did not have the desired success and the use of the Council's computerized system is implemented in a fleeting way (no paper system.). Then there is today a collective distribution of e-mail systems of Government information to some users (Government Information Service/GIS).

VI. DISCUSSIONS

Several studies have shown that the e-Government promotes good governance [13]. It promotes it not only by the responsiveness of the public institutions towards citizens' growing and demanding requests, but also by their effectiveness, efficiency and security.

Bhatnagar and Heeks assessed twelve e-government projects in developing countries [14]. They showed that

these projects concretely improve governance through greater transparency, the reduction of corruption and operating costs and improve the quality of services. However, the lack of 'absorption capacity' prevents the effective use of ICT and decreases the chances of achieving the targeted effects of development [15].

VII. CONCLUSION

Today, the debate is no longer about whether e-Government or e-governance could help to improve the conditions of good governance. The real challenge is to determine how to build e-government systems that contribute to the achievement of the objectives of good governance [16].

However, in the face of the many failures of projects of e-governance in Africa, we believe that the challenge can be met with the example of the E-Burkina project implemented in June 2017.

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