Governance around the world is largely attributed to administration of state institutions and related government officials or civil servants who are responsible for effective public service delivery. One of the key elements of good governance is ensuring the accountability of these institutions and associated officials for their conduct at the helm of affairs. Accountability ensures that the they are performing to their full potential, providing value for money in the provision of public services, instilling confidence in the government and being responsive to the community they are meant to be serving (Stapenhurst and O’Brien n.d.).

Now, amid the Fourth Industrial Revolution (4IR), ensuring good governance through effective accountability of government institutions, is a big challenge. Governments around the world are transforming and adopting different e-governance models for improved public services, while also heavily relying on digital tools and technologies to seek feedback from citizens on the performance of departments, systems and responsiveness of public officials (Fang 2002).

Given that Pakistan has recently started to consider leveraging technology for effective governance and government responsiveness towards citizens, it is vital to take a deep dive into the challenges and examples from within the country and beyond of this process. In this context, the panel will try to:

- Critically evaluate implications of technological advancement in the context of citizen’s access to information, public service delivery and connectivity with state institutions.
- Explore how the potential of digitalisation can be harnessed to help achieve good governance through effective accountability mechanism.
- Evaluate success stories and possibilities of Public Private Partnership (PPPs) and involvement of start-ups/entrepreneurs in providing digital solutions for improved governance and accountability in public service delivery.
- Draw on successful policy reforms and finding ways of harnessing IT across public sector institutions.

References


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