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E-GOVERNMENT VERSUS SMART GOVERNMENT: THE UNITED STATES VERSUS JORDAN

This paper discusses the concepts of e-government and Smart Government as they relate to the use of digital and ICT technologies to enhance the way governments provide services to their citizens. In this context, it is noted that the two concepts are different yet related in their aims and objectives. The paper seeks to what are the differences between e-government and smart government and how will smart governments benefit modern public administrations and service delivery?' To answer this question, this paper compares and contrasts between smart government and e-government. In addition, it compares the application of smart government and e-government in the United States and Jordan. From the context of the research, the discussion finds that many governments around the world are beginning to consider taking the concept of e-government and enhance it because they are realising that data hold important potentials for improving service delivery, citizen involvement, integrated and seamless service delivery and developing policies and solutions for the economic and social problems facing their nations. Consequently, they are begging to realize the need for converting themselves to "smart governments" as the emergence of the social media, mashup technologies, mobile applications and big data analytics are allowing citizens to connect with their government in almost any way possible. Further, the research carried in the discussion finds that Smart Government and e-Government are different terms. For instance, it is generally agreed that the use of internet-enabled application to allow interactions between the government and outside groups are the key aspects of e-Government. E-government must have three domains- Administration (improving government processes), eCitizens and eServices (connecting citizens) and

eSociety (building external interactions). The purpose of the three domains is to address the problems associated with costly government process, inefficiency and ineffectiveness of administration and inconveniency respectively. The research finds that eGovernment and Smart Government are closely related but relatively different concepts of government. On its part, the concept of Smart Government implies to the use of innovative technologies, policies and business models to address environmental, social, service, and financial challenges facing the public sector. In addition, it relies on information technology systems as well as communication networks. On its part, eGovernment concept implies the use of digital tools and systems to provide effective, helpful and better public services to the people as well as businesses It is clear that the concept of e-government is different from Smart Government because it involves provision of services to and engages with citizens by leveraging internet based technologies while Smart Government involves leveraging data in decision making processes.

Finally, a comparison between the application of e-government in Jordan and Smart Government in the US reveals that unlike Jordan, America has had a longer history of using digital systems in public service provision, having been suing the system since 2002 and enhancing it in 2009. Jordan, on the contrary, started migrating the government services from the previous systems to an e-government platform in 2015, years after the US did to. Second, it is clear that the United States is already moving from e-government to Smart Government System, where every federal agency and department have been connected to a "whole-government and collaborative governance" specifically supported by sophisticated digital systems. On the other hand, Jordan's new system is still an e-government establishment rather than a Smart Government system, despite the fact that both systems have related objectives. Further, it should be noted that the US Smart Government system allows integrative and complete interaction between the government and the citizens as it also incorporates the use of the social media and applications, allowing citizens to discuss government information, actions and activities, unlike the Jordanian system that limits the use of social media as a method of relationship building between the government and the citizens.