e-business and e-commerce Programme

The trend globally on efficient delivery of services to the people has seen governments gradually move towards adopting new online spheres and platforms.

e-government: Governments are transforming their manual systems of delivering services from government to ultimate users using latest methods, which are online and digital such as passport services, application for visas etc. Governments have invested heavily on online platforms and systems so that they do not lag behind the tide. This gives credence to the primacy of access to information laws.

e-commerce and e-business: Doing business with limited human interaction is the name of the game nowadays. Transactions which were traditionally done between sellers of products and services and their buyers are now done online and the whole purchase-payment value chain is done without physical contact.

Most organisations have portals in their websites called business corners (bizcorners), which are platforms which market products and services online and have the whole value chain completed online. It has two advantages of speed and cost-effectiveness. Hence, a need for access to information cannot be overemphasized.

e-services: Most countries have largely moved away from offering services manually to have them done on the computer.These include application for study permits, travel visas, trading licenses, import and export permits and visas, registration for services, passport applications and birth certificates are all found online. Banks nowadays are moving online with online banking services. Banks have also abolished the cheque system, which was cumbersome, tedious and subject to manipulation.

The e-business and e-commerce programme therefore seeks to encourage public, private and civil society organisations to migrate swiftly from analogue and manual systems of doing business to the online and digital systems and platforms. The intent is such that they do not lag behind the digital tide, which has ripple effect if organisations are either slow or resistant to digital change. The programme is further intended to sensitise public, private and civil society organisations to automate their systems of customer relations management,

human resource management as well as financial management. The positive multiplier effects on the quality and speed of services they provide to their clients. Automated and digital systems and platforms within organisations decouple space and time. Services which were previously took long to offer now take just a couple of minutes and this has a positive replace effect on profitability, quality and spurs client satisfaction. E-business saves money that could be lost in many days of service not coming through and involvement of more people. The purpose of the project is also to build the capacity of businesses to create and get value for their investment as it delivers services and products as it shortens the value chain to maximize on profit and speed. By cutting many processes in the chain assures both investors and clients a sure win in terms of getting high production levels with less people and a dramatic cut in costs. While it cuts the in-person experience but transforms the human clients into digital clients, it gives the voters assurance of client/customer loyalty, which could be lost in delays and inefficacies experiences in the value chain.