

SOUTH KOREA

**Converging E-Democracy and E-Government
Model toward an Evolutionary Model of
E-Governance: The Case of South Korea**

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I. Introduction

The development of ICT has been influence on the social, economic and political life pattern enormously. Especially, government and politics has been changed due to the ICT development and e-Government and e-Democracy would be the represenative terminology related with them.

The concept and function of e-Government have been changed, because of advanced technology and social needs. The office autonomy, emphasizing on efficiency of public service, has merged into the new concept of e-government, more focusing on democratic participation. This transformation has empowered citizens who act as one of the decision makers in the decision-making process by using information technology. Incredibly, it brings about a great possibility to achieve both efficiency and democracy to public service.

The emergence of citizens as policy decision makers and as the focal point of democracy has brought about the emergence of e-Democracy.

Current discussions concerning e-government have some limitations in addressing possibility and current change, because they ignore development of civil society and democracy. Therefore, this paper proposes evolutionary e-Governance model as a new concept of converging e-Democracy and e-Government. In order to propose an evolutionary e-Governance model, the paper raises critical questions of social development, stakeholders (citizen, business, and government) in administration process, and evolution of relationship between society and stakeholders. In this context, this research carefully reviews recent literature on e-Government and e-Democracy so that it clearly identifies limitation of current model of e-government and e-Democracy, given current changes over society. Secondly, it also carefully watches over what's happening into traditional roles and ranges of government among stakeholders by analyzing the model of e-Democracy. Third, this study suggests the evolutionary model of e-Governace by converging e-government model and e-democracy model. Finnaly, through the application of an analytical process based on the evolutional model of e-Governance, with the case of South Korea, critical findings and results will be discussed.

II. The Evolution Model of E-Government

1. The Concepts of e-Government

1) The origin and viewpoint of e-Government

The origin of e-Government

E-Government commenced with the administration to 'electronic banking' in the story of "Reengineering" through the Information Technology Report as the National Performance Review of the USA in early 1991. This application increased the convenience in the service sector for the use of banking services by access cards from ATM plastics in the whole country (Chung, 1998). From this inception, it was used to clear and embody the vision and strategy for e-Government in the Clinton government that was instigated with the national information infrastructure and public service assessment from 1993. The NII (National Information Infrastructure) Project was focused on high life-quality, creation of interests groups, health promotion, leisure extension, participation democracy, etc. (Choi, 1998). The concept of e-Government was defined variously by countries, academies, etc. The concept of e-Government was established by various main causes such as the priority of policy, goals, decision-maker intention, and social and economical background of each country (OECD, 2003).

The Viewpoint of Concepts

E-Government in the viewpoint of technical determinism is focused on technology. The technical definition of e-Government is to support rapid and accurate service for public works by online information technology. The complex of computer and data communication is based on micro-electronics. Finally, the technical definition is limited by the criteria of technical determinism and by the development of information technology to minimize the concept of e-Government.

E-Government in the viewpoint of social determinism is focused on restructuring the public service by improving the management procedure to support efficiently the introduction of information technology. Because social determinists insist that the relation between information technology and public organization is not one-sided through a change in the public organizations, new information technology leads to many changes of public organization such as public works, human resource, organization structure, etc. The change of public works from purpose and affairs is needed for proper management of human resources, so that the improvement of organization leads to many changes in the technical system and human resources.

E-Government in the viewpoint of the means for economic development is traditionally defined by improved recognition of strategic means. That is, e-Government is the concept to recover national competitiveness and economic activation based on developing the pioneering information industry by supporting directly and indirectly the information communication industry with supply distribution and network infrastructures(NCA, 1996; NCA, 1997:19-21).

2) The Definition of e-Government in literature and from international agencies

The Concept of e-Government in literature

The concept of e-Government is defined as a government that broadly and properly accesses information and services in “Reengineering Through Information Technology” in the report of National Performance Review (NPR) in the Department of Administration in the USA (National Computerization Agency edit, 1995). In addition, USA IITF (Information Infrastructure Task Force, 1994) defined the means for a government to support each public service based on the information communication infrastructure at any time, any where, any way, etc.

The USA defined that e-Government provides many opportunities to improve the quality of service provided to citizens. An effective strategy of e-Government will significantly improve the federal government, including (Executive Office of the President Office of Management and Budget):

- simplifying the delivery of services to citizens;
- Eliminating layers of government management;
- Making it possible for citizens, businesses, other levels of government and federal employees to easily find information and get service from the federal government;
- Simplifying agencies’ business process and reducing costs through integrating and eliminating redundant systems;
- Streamlining government operations to guarantee rapid response to citizens’ needs (Executive Office of the president office management and budget).

The EU defined information and communication technology (ICT) as a powerful tool for good governance, with five key principles: Openness, Participation, Accountability, Effectiveness and Coherence. The transition to e-Government must improve all of these dimensions. ICTs can help strengthen democracy and help develop “e-Community” and can help to increase awareness, interest and participation in Europe’s democratic process (Ministerial declaration: e-Government a priority for Europe, UNDEA, 2002).

In the Republic of Korea, e-Government is explained as a form of government to progress public affairs for public agencies or citizens through electronic transmission by law for promoting electronic public service to embody e-government (2001). The Presidential Committee on Government Innovation & Decentralization defined e-Government as a form of government to positively respond to citizens’ needs for democracy with efficiency and transparency of public administration related to e-transmission and networks of public services based on the IT infrastructure. Therefore, it is to improve the digital environment for public works of government while remaining focused on the support and service. Public operation system is centered on citizens (President Committee on Government Innovation & Decentralization, 2003).

E-Government in international agencies

The UN defined e-Government as a permanent commitment by government to improve the relationship between private citizens and the public sector through enhanced, cost-effective and efficient delivery of services, information and knowledge (UNDESA/ASPA global survey, 2002). The UN analyzed the situation of e-Government in the world with e-Government at the Crossroads (2003:8).

The OECD defined e-Government as the use of ICTs, and particularly the internet, as a tool to achieve a better level is simply better government; i.e., e-Government is more about government than about “e”. It enables better policy outcomes, higher quality services and greater engagement with citizens (OECD, 2003).

The World Bank defined it as the use by government agencies of information technologies such as Wide Area Networks, the Internet, and mobile computing that have the ability to transform the relation with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management (www.worldbank.org).

ASEAN defined it as the government playing a key role in the digital environment, not only by providing the right regulatory framework, but also by leading the way in using ICT for offering government services, and transforming the internal processes. The following is the description for the e-government initiative in the e-ASEAN Framework:

- to utilize ICT to improve the provision and delivery of services by the government.
- to take steps to provide a wide range of government services and transactions on-line by usage of ICT applications to facilitate linkages between public and private sectors and to promote transparency.
- to work towards enhancing inter-governmental cooperation for promoting the use of electronic means in their procurement of goods and services and to facilitate the freer flow of goods, information and people within ASEAN (ASEAN, 2004).

3) The General Definition

The concepts of e-Government differ among international agencies, governments, scholars, etc. The scope and methods to develop e-government have been limited by the concept definition generally. E-Government refers to public sector use of the internet and other digital devices to delivery services and information. Although personal computers have been around for several decades, recent advances in networking, video imaging, and graphics interfacing have allowed governments to develop websites that contain a variety of online materials.

The concept of e-Government has fixed viewpoints of technical and economic determinism focused on the effectiveness to embody e-Government. The concepts have a limitation to recover in the viewpoint of social determinism. That is to maximize citizens' needs and satisfaction according to change of social

environment. The concept is to connect the service quality for citizens and efficiency of public organization based on modification of public services by information technology. Fragmentary concepts are summarized and integrated through e-government in the complete viewpoints.

So e-Government tries to provide high quality public services for customers of the government such as citizens and businesses by developing innovation throughout the whole public activity and by transmitting efficient public services with Information Technology. That is, the aim of e-Government is to realize the formation of a small and efficient government that continuously pursues the advance of public service. In a narrow sense, e-Government strives to maximize mutual relations by focusing on public service, inner administrative transmission and policy decision, supply, etc.

2. New Approach of Theoretical Framework

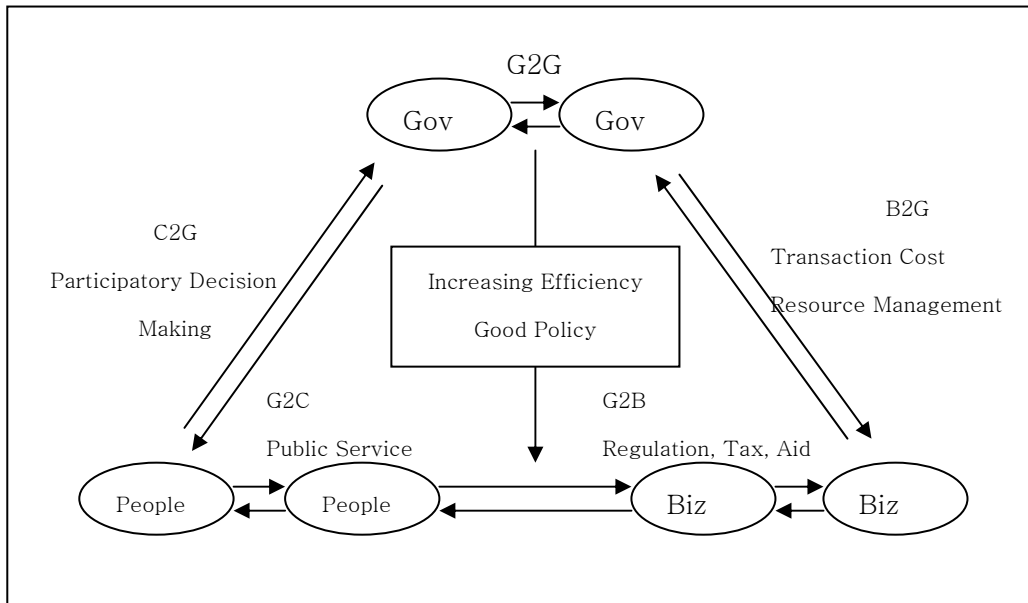
1) Society and Stakeholders

The models of e-Government have been reflected between three relationships: Administration to Citizens, Administration to Business, and Administration to Administration in terms of development society. [Picture 1] demonstrates three stakeholders in administrative process: citizens, business, and government. These stakeholders are the main bodies consisting a society.

Administration and Citizen: The relationship among them has constantly changed as long as the society has been developed. The public services provided by the government have been varied on the request from the citizen; the role and scope of government has been modified. On these trends, the government starts to provide client-oriented services to the public with various choices and customized services. In the meantime, because of higher education and advanced mass media, the capacity of citizens have been improved and developed. It leads citizens to participate more in public affairs. In addition, citizens could acquire more access to diverse methods to express their opinions to the government. Second, Administration and Business: Traditional government has been addressing market failures. Governments have been regulating and intervening in the market and business worlds. The focus of the work was on 'ruling' rather than 'serving' market and business companies and industries. However, the private sector development has been more important when it relates to citizen's welfare. Relationships between government and business were changed. Now, the role of government is to provide better public services where industry and company can do their business transitions harmoniously and comfortably. By using information technology, government can reduce transaction cost. Third, Administration and Administration: As society becomes more varied and complex, the government's role has also changed. However, government ministries are required to work together with other ministries. Intergovernmental work and policy coordination is therefore emphasized. Sharing information among inter-government

ministry and agencies are very important keys to coordinate policy and project. It would lead to reducing transaction cost and increasing accuracy and efficiency of administrative processes. Therefore, obviously it would contribute to high productivity of administration and better decision-making.

<Picture 1> Relationship among Citizen, Business, and Government



As a result, in terms of the relationship between citizen and administration, democracy and transparency have been prioritized. In the meantime, business and administration has focused more on issues of deregulation and efficiency of public service rather than bureaucracy. Lastly, the relationship between administrations put an emphasis on coordination and collaboration rather than power struggling against other ministries. As the society and relationship among stakeholders change, the model of e-government has followed these trends. The paper proposes four models of e-government evolved so far.

3 Generalized Concept of e-Government: Evolution Model of e-Government

1) New Concept: Participation and Democracy

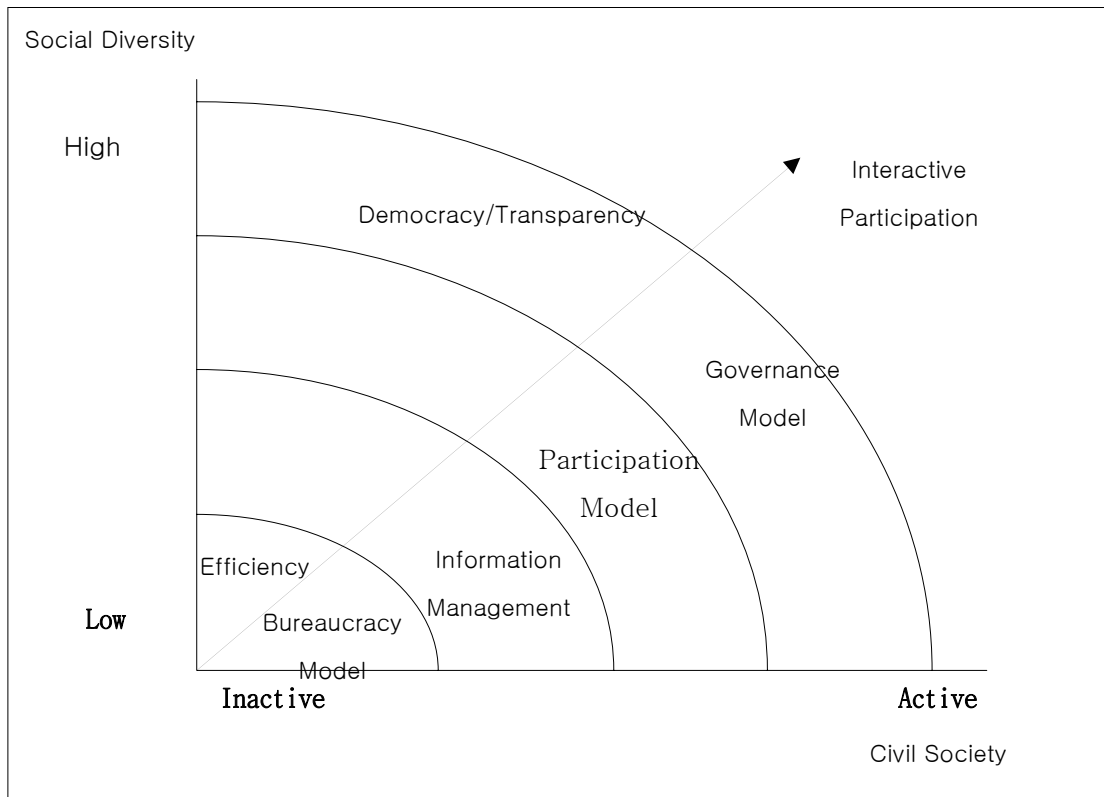
The initial goal of e-Government was to achieve efficiency of government. Due to advancement of information technology and the increased participation by citizens, the new concept of e-government has focused on efficiency as well as democracy. In fact, we have watched development of civil society and democratic process: new trend of political participations by using information technology. This trend

makes an emphasis on democracy and participation leading to the development of e-democracy. Based on the harmonization with e-democracy, e-government should be evolved. Therefore, development of e-democracy would be the stepping stone for a new concept of e-government. However, we should not forget that the concept of e-democracy has a precondition of information infrastructure development. In the case of South Korea, incredible development of the Internet has contributed to new on-line political forces (Fuchs, D. & M. Kase, 2000; Norris, 2000)

2) Evolution of Models of e-Government

The paper can classify the models of e-Government into four areas: Bureaucracy Model e-Government, Information Management Model e-Government, Citizen Participation Model e-Government, and Governance Model e-Government. In fact, the model has been evolved from Bureaucracy Model e-Government to Governance Model. Social diversity and maturity are significant factors of the evolution. E-Government is therefore not a product of technology but a product of society, culture, and politics. Here are the four models of e-government. First, Bureaucracy Model e-Government: The main policy goal of Bureaucracy Model e-Government is to focus on efficient administrative functions with respect to internal government structure and individual public officer. Its model occurs in the environment where the civil society has not matured. As a result, the degree of citizen's participation in government decision-making process is very low. Second, Information Management Model e-Government: There would be a linkage between citizens and government in terms of electronic public service. Still there are no significant inputs to the government decision-making process, because the degree of civil society has been weakened. Thirdly, Citizen Participation Model e-Government: There are positive and strong citizen's participations to government decision-making process through two-way interactions. It starts to put little emphasis on democracy and transparency by using information technology. However, there are many services available through the Internet or information technology application. In this model, the degree of civil society has matured. Finally, Governance Model e-Government: Various civil groups and citizens actively participate in all of government decision making process and express their opinions through the Internet. All of political and administrative activities have a place in the field of e-Government. Naturally, strong democratic and transparent processes have been emphasized. There are multiple transactions through the networking between social entities. No doubt, the degree of civil society has strongly matured. In sum, <Picture 3> captures some dimension how the models of e-government have been evolved. There are two clear criteria such as social diversity and civil society, representing the development of society.

<Picture 2> Models of e-Government



Based on these four models, the situation of e-government policy initiated by each government could be analyzed. Generally, it is assumed that Bureaucracy Model e-Government and Information Management Model e-Government can be found in less and developing countries. Otherwise, developed countries have evolved into Citizen Participation Model and Governance Model e-Government. These models and assumptions should be further examined through international empirical studies. Here is a table of these four models:

In the models, it should be understood that the evolution of e-government models are strongly associated with degrees of variety and maturity of civil society. Society process itself, as a very important environment of government process, is inevitable. In addition, the degree of civil society has changed these three relationships among citizen, government, and business. It should be recognized that the degree of civil society has played important roles towards a more democratic and transparent government system. Naturally it applies to the evolution of e-Government. It is also associated with administrative ideology from efficiency to democracy.

<Table 1> Criteria of each model of e-Government

Criteria Model	Area	Ideology	Participation	Maturity of Civil Society
Bureaucracy Model	Bureaucratic organization and public servant	Efficiency of inside government	Very low	Very low
Information Management Model	Government to citizen on limited public service	Efficient linkage between citizen and government	Low	Low
Citizen Participation Model	Public participation to all governmental services on two-interaction	Civil participation and weak democracy and transparency	Middle, two-way interaction	High
Governance Model	All participations and democratic participation	Strong democracy and transparency	Strong	Very high

III. Evolution model of e-Democracy

1. The conditions for e-Democracy

Conditions for e-democracy can be satisfied by two factors: supply factor and demand factor. That is, the background factors for the growth of e-Democracy can be analyzed by two different aspects: one from the supply factor- development of ICT, the other from the demand factor-increasing social needs.

1) Supply factor: the development of ICT

The development of ICT acts as the enabler or facilitators for vivid interaction among the peoples and stakeholders in society . It provides new possibility to substitute indirect democracy to direct democracy. However, e-democracy need preconditions such as providing universal services environment, providing enough education for citizens in terms ICT utilization, preparing regulations for protecting commercializing the cyber space. The continuous development of ICT supported by mobile technology, ubiquitous technology, GIS technology enables new challenges by widening the horizons of e-democracy.

2) Demand factor: Social needs

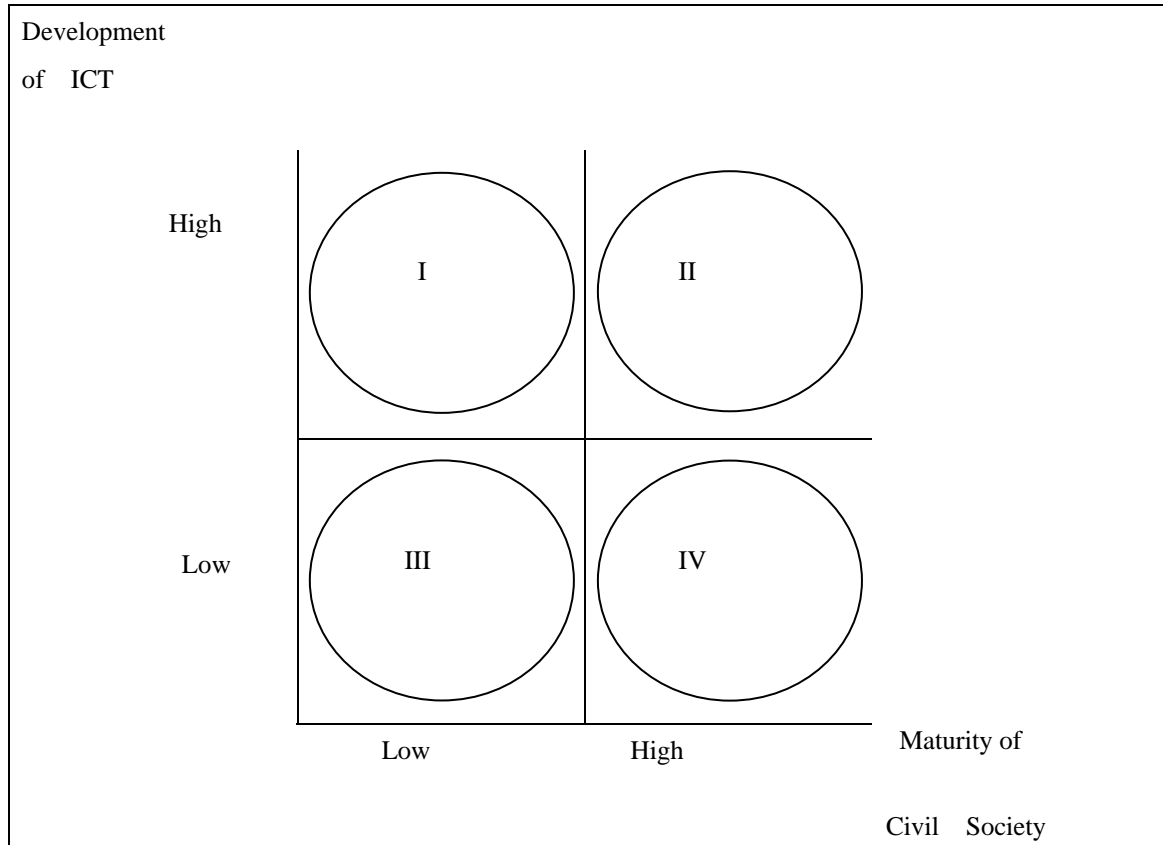
Appearance of proactive citizens e-democracy can be supported by the changing role of citizens in society, with the development of ICT. The role of civil society has been emphasized in the process of national and local agenda setting and decision making process. The role of citizens has been changed in terms of government service delivery process from inactive to proactive, and this enables e-democracy. Proactive citizens have changed the role of relationships with the government in the process of political discussions and decision-making processes.

3) Conditions for e-Democracy

As discussed previously, the conditions of e-Democracy in a nation would be classified into two factors: the development of ICT and the maturity of civil society. That is, the degree of e-democracy can be classified into four categories according to the degree of the development of ICT and degree of the maturity of civil society.

In the Picture-3, dimension II shows the full blossoms of e-democracy supported by the development of ICT and universal service as well as the majority of citizens have been changed into positive role in the process of agenda setting and decision-making in the government. However, the dimension IV where, even though the civil society has been changed into mature state, the degree of development of ICT has not been advanced yet, and the dimension I the opposite situation with the dimension IV, can be classified into remaining in lower level of e-Democracy. In dimension III, less development ICT and less maturity of civil society, there would be in very low possibility of realizing e-democracy. Especially we should concern the high possibility to appear the telefacism, in dimension I.

<Figure 1> Dimensions of e-Democracy



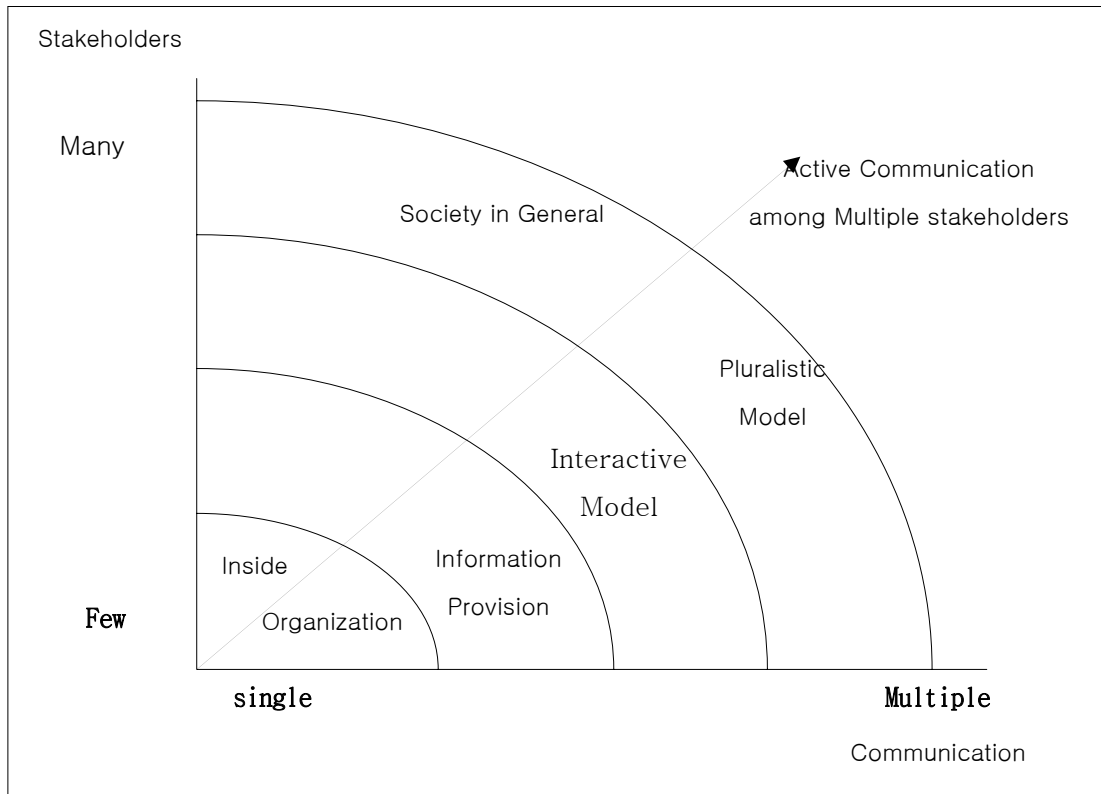
2 Evolution of e-Democracy

1) Classification and Evolution of e-Democracy

Brant et al.(1996) has classified e-Democracy as three categories: the city talks, the city consultations, the digital city, with the criteria of transparency in the discussion process, structure of communication network etc. Kakabadse et al. (2003) discusses four types e-Democracy: e-Bureaucracy model, Information management model, Populism model, Civil society model.

This study classifies four categories of e-Democracy as evolution model: E-Democracy in Organization, Information provision model of e-Democracy, Interactive Model of e-Democracy and Pluralistic Model of e-Democracy.

<Picture 4> Models of e-Democracy



<Table 2> Criteria of each model of e-Democracy

Criteria Model	Focus	Purpose	Communication Style	Numbers of Stake holders
e-Democracy in Organization	Bureaucratic organization and public servant	Government Management	Top-down/ bottom-up in bureaucracy	very limited
Information Provision Model	Government to citizen on limited public service	Efficient linkage From Government to Citizens	One-side unilateral channel	Limited
Interactive Model	Public participation to all governmental services	Interaction Between Government and Citizens	Bilateral interactive channels	Multiple
Pluralistic Model	Society in general for all participations	Active communications among unlimited number of stakeholders	Multiple Interactive Networking	Unlimited

(1) e-Democracy in Organization

This model of e-democracy focuses on the organizational democracy inside government for the purpose of management by utilizing ICT. The communication style of this model would be top-down and bottom-up in the bureaucracy with very limited stakeholders involved.

(2) Information provision model of e-Democracy,

This model of e-democracy focuses on the information provision from government to citizens by utilizing ICT. The communication style of this model would be with one side unilateral channel with limited stakeholders involved.

(3) Interactive Model of e-Democracy

This model of e-democracy focuses on interaction between government and citizens for the purpose of stimulating citizen participation. The communication style of this model would be bilateral interactive channels with multiple stakeholders.

(4) Pluralistic Model of e-Democracy

This model of e-democracy focuses on society in general for all participations for the purpose of stimulating active communications among unlimited number of stakeholders. The communication style of this model would be multiple interactive networking with unlimited numbers of stakeholders.

III. Converging E-Government Model and E-Democracy model and Analytical Assessment of the Evolutionary Model of e-Governance in the South Korea

1 Evolutionary model: converging e-government and e-democracy model

Based on these four models of e-government and e-democracy, we can find four matches of converging each models: bureaucracy model of e-government and e-democracy in organization, information management model of e-government and information provision model of e-democracy, citizen participation model of e-government and interactive model of e-democracy, and governance model of e-government and pluralistic model of e-democracy. With these four categories of combinations by

converging the models of e-government and e-democracy we can produce the four stages of the evolutionary models(see table-3).

<Table 3> Evolutionary Models of e-Government and e-Democracy

Evolution stage		Stage1	Stage2	Stage3	Stage4
Matches of two Models	e-Government	Bureaucracy model of e-Government	Information management model of e-Government	Citizen participation model of e-Government	Governance model of e-Government
	e-Democracy	e-Democracy in Organization,	Information provision model of e-Democracy	Interactive model of e-Democracy,	Pluralistic model of e-Democracy

2. Analytic assessment of Evolution model in South Korea

With these models this research conducted an analytical assessment of e-Government evolutions in South Korea. As a result, this paper reviews a policy shift of e-government in South Korea, in terms of change of relationship among stakeholders as well as society development. Therefore, it examined how the main policy of e-government has responded to change of society development

1) Bureaucracy Model e-Government and e-Democracy in Organization

In this stage, the initial model of e-government did not take into account the democratic participation and transparency of the relationship between citizens and administration, any serving to business, and coordination and collaboration. The initial model only focused on efficiency of government function by using information system and technology. It was a closed system rather than open. During this period from 1970s to 1980s, the Korean government took steps to create the foundation for an e-Government through the National Basic Information System project. This project focused on the realization of small and efficient government by application ICT on the public sectors. The National Basic Information System involved the compilation of database that stored information about finances, vehicle registration, and other critical data for governing the nation. This was really an initial stage of administrative automation. In spite of many database systems created by the government, the function and utilization of database were not good enough to support administrative processes because of its enterprise based on the

mechanism. of a supply-push rather than demand-pull (Jeong, 2006). There were many reasons. First, the recognition of database and information technology was lowered. At that time, Public Officers would not like to participate on the building of the database. They regarded it as another burden of work, which they were unwilling to do. The main reason for this reaction was the perception that the design of the database was not good enough to help them save their time and efforts of routine administrative work. Second, regulation and laws did not support these administrative processes. It has been a big hindrance so far. However, when the government-wide computer networks was completed, citizens could request government-issued resident registration, real estate, vehicle registration papers as well as other certified documents from any district or local office in the country. Consequently, required documents for submission have been substantially reduced and the time to process a government service has been shortened. It had achieved efficient administrative work at last. E-democracy in the process of NBIS was very limited in the arena of the government organization.

2) Information Management Model e-Government and Information provision model of e-Democracy

From the isolated system to a networked system as well as from the database to information management, the model of e-government has been shifted. The shift took place in the mid-1990s. It is not only due to advancement of information technology but also due to the democratization of society, which had come from the democratic protest against the military government. The important shift from military government to civil government and political exercise of power change on democratic system gave citizens some confidence to engage into political and civil participation. In addition, the rapid adoption of information technology around the world spurred the efforts of the Korean Government to build a nationwide high-speed communication network(KII). The 'Framework Act on Informatization Promotion' was enacted and the government channeled resources into upgrading the telecommunication infrastructure. From this stage, the model of e-government has been seriously discussed as a way increase efficiency of government working process and service by using information technology. This period was from the mid-1990s to right before 2000. During this period, there were many e-government related policies that were formulated: The Framework Act on Information Promotion (1995), The Master Plan for Informatization Promotion (1996), and Cyber Korea 21 (1999) are some good examples.

From this point onwards, the e-Government initiative triggered the expanded use of information technology in government departments and bureaus. This initiative had a clear concept of information management rather than database management imposed by the bureaucracy model of e-government. In the bureaucracy model of e-government, the government simply built the database, which had no clear objectives of utilization. But information management model of e-Government had clear ideas of how to use information technology in order to increase efficiency of administrative process. Also the model had the concept of public service by using information technology. So there were several pilot projects

implemented: estate registration processes, patent filing, military services operation, and other government areas increasingly offered online government services. Particularly, the information technology projects intended to improve the transparency of public service, which had been corrupted areas. It obviously demonstrated that it was moving the closed system to the open system embedding transparency of administrative process. In addition, it responded to citizen's needs of more productive government. With respect to the relationship with businesses, some online services like patent filing and information were a good starting point to reduce transaction cost. But still many business transactions between industries and companies took place off-line.

During the period of the information management model of e-government, the central and local government adopted information technology to make administrative processes more efficient and productive. A chief information officer (CIO) was appointed in the government (1998) and information technology use was expanded across departments and bureaus

The KII initiatives could provide the opportunity to begin the explosion of internet penetration in Korea (Jeong, 2006).. Based on this infra, citizen could access to Government on-line service and this enabled the information provision model. of e-democracy.

3) Citizen Participation Model e-Government and Interactive Model of e-Democracy

During the period of information management model of e-government, the penetration of information technology had been remarkable in South Korea. Compared to other countries, South Korea's experience had a very short period of citizen participation model of e-Government between information management model of e-Government and governance model of e-Government. It is due to the rapid development of information and communication technology as well as due to a democratic system based on the progress of the civil society, rooted in the South Korea Society through power shift and democratic protests. The civil society and non-profit organizations has been developed which led to the increased awareness of citizens on public issues.

In the years 2000 and 2001, extensive administrative processes that impeded government services have been refocused to provide citizen-centered government services via the Internet. This was achieved through the expansion of information sharing across government agencies. Most of the websites in central and local governments rigorously adopted two-way transaction systems from one-way systems, which is characterized as a closed system. At least, on cyberspace, the administrative process has been more democratic and transparent by accepting any opinions and ideas from citizens. Especially, decentralization of government systems and local elections to choose public officers was one of big contribution towards interactive model of e-democracy, which provide the circumstances of citizen participation model e-Government. These initiatives could upgrade services for citizens and business supported by the interactive model of e-democracy

To accelerate the process of establishing a citizen participation model of e-Government during the year 2001, the Electronic Promotion Act on Administration Processes for the Establishment of an e-Government' was enacted into law and the progress of major e-Government initiatives has been closely monitored. It brings about the coordination and collaboration of information and policy among ministry and government agencies. However, due to off-line transactions, there is still a big hindrance of sharing information and project cooperation among ministries. In fact, in order to break down big walls among the ministries, government introduced team system of ministries. For example 'economic team: ministry of finance and economy, ministry of budgeting and planning, etc., team leader of economic team is vice prime minister, higher than other team ministers. There are very important changes of inter-government cooperation in terms of e-government. Government records of resident registration and personal tax are very critical to individual citizens. The Government for Citizens (G4C) system integrates these government records, which have been built since the mid-1990s, into an information sharing system and combines various Internet-based government services offered by different government agencies into a Single Window e-Government.

4) Governance Model e-Government and Pluralistic Model of e-Democracy

Since 2003, South Korea's new president Noh announced that his government's thrust would be a 'participatory government'. This was a result of his historical political campaign co-initiated by the NOSAMO as well as the successful FIFA World Cup initiated by the Red Devil. These two events gave people the momentum that they could participate in the changing of the society. There are many literature and books concerning these two events (Seang-Tae Kim, 2003). These literature and book address that these two events are due to the development of civil society and advancement of information technology. In addition, because of the Internet media and penetration, citizens could get any information and news without waiting for a hard copy of newspaper or a television broadcast. Furthermore, they could express their opinions and ideas of new social events. Therefore, citizen's opinions and poll has been important. They can mobilize their resource of social events. This requires a totally open system of administrative process and democratic participation. These change can be addressed as a symbolic sign of transforming into the mature civil society, which provided the atmosphere of pluralistic model of e-democracy. As a result, e-Government needs to incorporate the concept of e-Democracy. Currently, in South Korea, there are many evidences showing that the South Korean government must introduce the governance model of e-Government.

IV. Conclusion

Through analytical assessment, this paper carefully looked over the evolution of the convergence model of e-government and e-democracy in South Korea. With respect to the development of civil society, South Korea would be in the position of telling governance model of e-Government and pluralistic e-democracy, as e-Governance. In terms of citizens and other stakeholders, citizens, as new decision-makers, has emphasized on e-democracy. There have been various activities in the cyberspace. As the paper noted, NOSAMO and the Red Devil are strong evidences of power of information technology (Seang-Tae Kim, 2003). In other words, citizens have recognized how they can use information technology as methods to express their opinions and mobilize their resources. They require a new model of e-government as e-Governance. E-Governance has very critical implications, based on the evaluation of e-government model and e-democracy model.

First, the evolution model of e-government and e-democracy can contribute to new theoretical framework of governance. South Korea achieved incredible records of building information infrastructure and advancement of information technology. The problem is that the development of information technology is not the only factor associated with new theoretical model of e-Governance and e-Government. Through reviews of evolution of e-Government and e-democracy, the paper reveals that e-government and e-democracy have moved into a new realm of public service, citizen participation and governance. But still many literature and policies have stuck into technology-oriented approaches. Many of them do not embrace the potential possibility of information technology by ignoring its contribution to the expansion of democracy in society.

Second, the concept of good administration should be redefined. Due to serial public events, citizens have recognized how they can participate in these events. Therefore, new concept of administration should provide theoretical backgrounds of e-Governance by emphasizing e-democracy. As pointed out, the models of e-Government and e-democracy have been rapidly evolved. The rapid evolution makes a gap between theoretical e-government and e-democracy and practical e-government and e-democracy. Still many projects and theories are only focusing on the efficiency of utilizing information technology. Naturally, it ignores 'social capital' which is supported by e-democracy. This issue could be a key to addressing many social problems in the process of advancement in the knowledge based society..

Third, in governance model of e-Government and model of pluralistic democracy, clearly the relationship between government and civil society should be redefined. On the network between government and civil society, roles of government should be readdressed by considering multiple channels of networking among unlimited numbers of stakeholders in the pluralistic society..

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<Summary>

In order to respond to a new administrative environment with the advancement of civil society, this paper proposes new models of e-Government and e-Democracy with the concept of evolution. Due to an extensive review of recent literature on e-Government, this paper is able to identify two limitations: First, in terms of the relationship between the role of government and that of civil society, the existing model of e-government has only focused on traditional government intervention and bureaucratic-oriented approach. This model was not able to effectively reflect the degree of civil society development; it could not establish a new vision of e-Government, which responds to advances in information technology;

Second, the focus on system architecture and information technology utilization brings about the neglect of harmonious combination between information systems and cultural and social factors.

The scope of e-Government belongs to three relationships: Administration to Citizens, Administration to Business, and Administration to Administration. The paper can classify the models of e-Government as four categories: the Bureaucracy model e-Government the Information Management Model e-Government, the Citizen Participation Model e-Government, and the Governance Model e-Government. This study also classifies e-democracy as four models: the e-Democracy in Organization, the Information provision model of e-Democracy, the Interactive model of e-Democracy, and the Pluralistic model of e-Democracy. These models have been evolved and each e-government model and e-democracy matches one another. This study finds the evolutionary model of governance by converging each models of e-government and e-democracy. Social diversity and maturity and complexity of communication channel and stakeholders involved would be significant factors of the evolution. E-Government as well as e-democracy are therefore not a product of technology but a product of society, culture, and politics. Based on these four models, this paper analyzes the evolutionary model of e-Governance by applying them to the case of South Korea. Through analytical assessment, it reveals that, critically, e-Governance incorporates e-Government into e-Democracy. Evidently, the emergence of citizens as policy decision makers and as the focal point of e-Democracy has brought about the emergence of e-Governance, due to maturity and diversity of civil society. The lack of theories and conceptual framework in this field makes it difficult to analyze and comparing e-government and e-democracy in different situations. This study has focused on theory building and applying them to analyzing the case of South Korea. This research has significant academic achievement and policy implications. First, it provides a basis to develop new analytical framework of e-Government and e-Democracy. Second, it creates concept of evolutionary models of e-Governance which can provide foundation for comparative studies.