

Abstract

Collaboration of government departments with e-population/civil registry system is one of a coordination mechanism to be address in integration process. Electronic Government progresses towards higher levels of integration and interoperability among and between government levels and branches. Interoperability in essence leads to extensive information sharing among and between governmental entities. The case in point presented in this paper is challenges and consequences in integrated e-population/civil registry system.

Despite its importance in government operations, G2G information sharing in integration remains a great challenge worldwide. The in-depth field study methodology is applied based on challenges and consequences in integrated e-population/civil registry system. After interviewing with department officials, administrative staffs and technical staffs of government agencies, the data are analyzed based on the Layered Behavioral Model to identified implementing challenges and used "W5 and how" approach to analyzed benefits as consequences of integrated e-population registry system.

The finding will help to better identify critical challenges and consequences in integrated e-population/civil registry system. However, the obstacles, which prevent a rapid progress into that direction, are not merely technical. In fact, the technology side may prove the least difficult to address, while the organizational, legal, political, and social aspects especially laws and policies, good relationship, inter-agency trust, top management support, security and cost may prove much more of a challenge. On other hand enabling e-government systems to interoperate provides many benefits, including improved efficiency, decision making ability, transparency, accountability, and access, as well as coordination of services at lower costs as consequences of such mechanism.