Frameworks, theory, comparability

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Objective

- "Discussion on possible research framework we can use to synthesize findings, how the research can be made more comparable, and where it should head in the next 2-3months"

Typology of government services

	User pays	Paid for by taxes
Collectively consumed	E.g., Non-toll roads, maintained through fuel taxes?	E.g., Early warnings of disasters Law and order National defense Vaccinations against infectious disease
Individually consumed	E.g., Public utility services Passports	E.g., Welfare payments Pensions

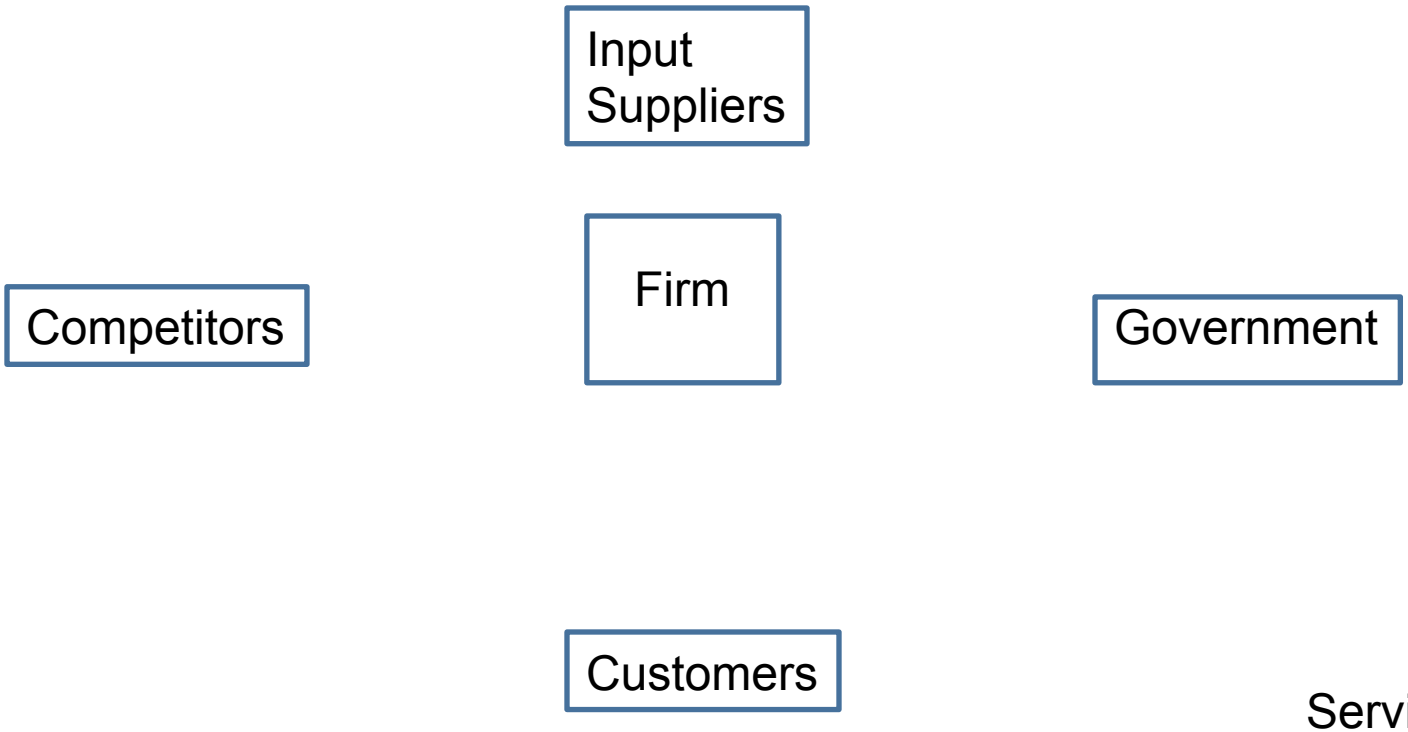
A further typology . . .

	Multiple suppliers	Single supplier
User pays	Mobile voice	Electricity
Tax-payer funded	??	Welfare payment

Improvements to quality introduction of ICTs

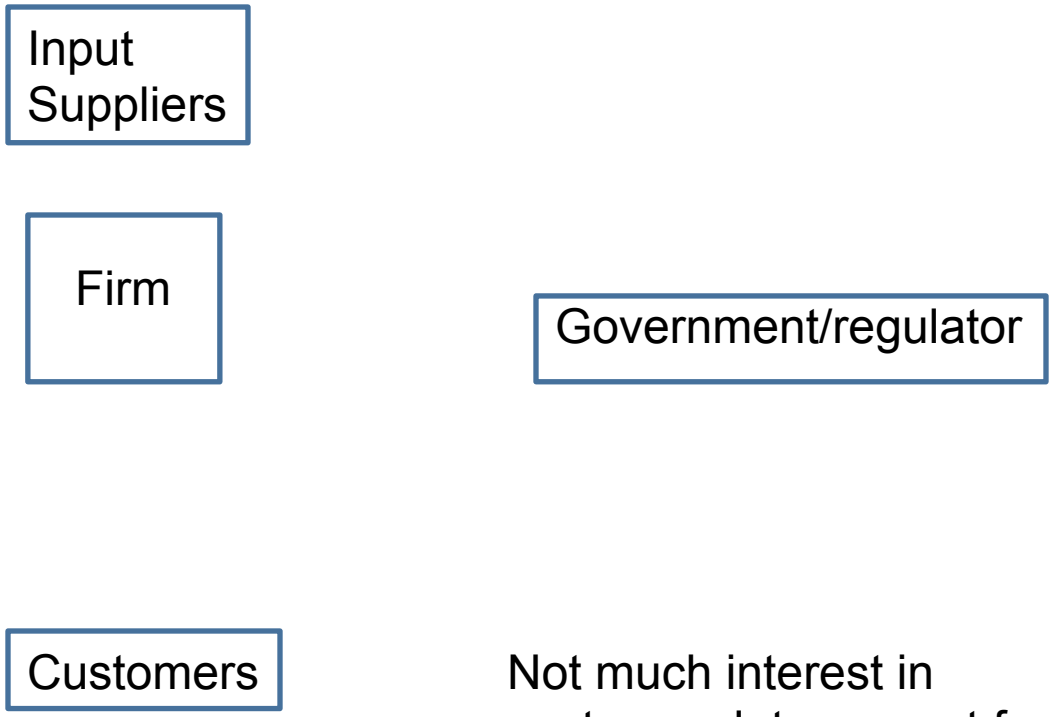
- Assume that improvements in quality and introduction of ICTs to the supplier-customer relation are positively correlated
- Hirschman asks “what conditions exist for improvement in quality?” I am asking the same question together with “what conditions exist for introducing ICTs into the supplier-customer relation”?
- Can the introduction of ICTs enhance the conditions for quality improvements?

Multiple suppliers = competitive conditions

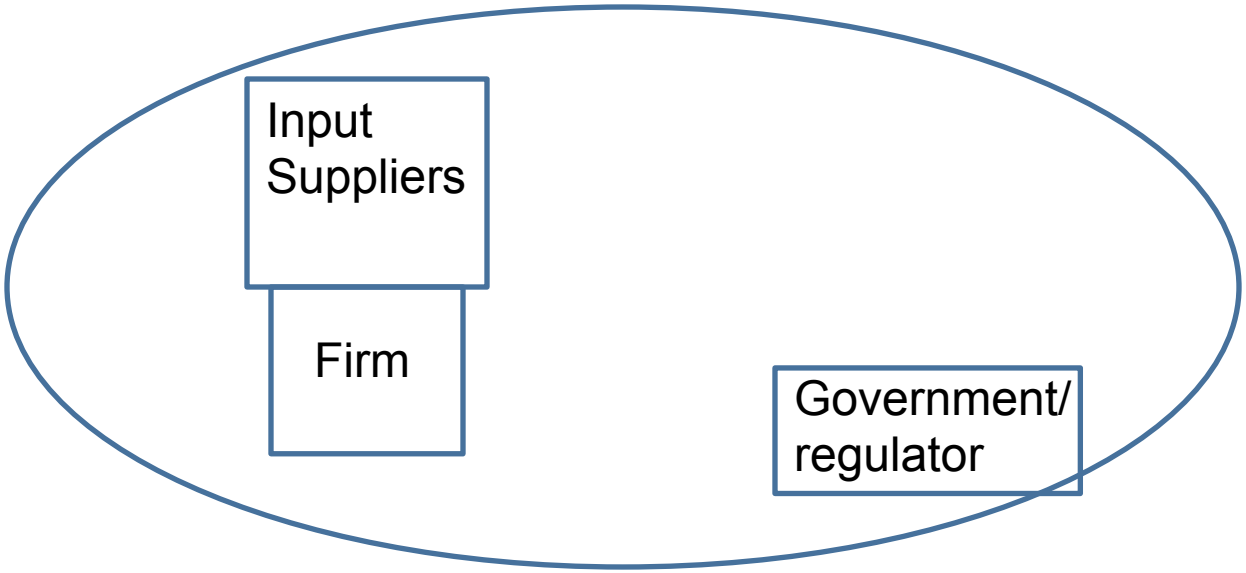


Service supplier firms tend to have data on their customers

Single private supplier = monopoly conditions



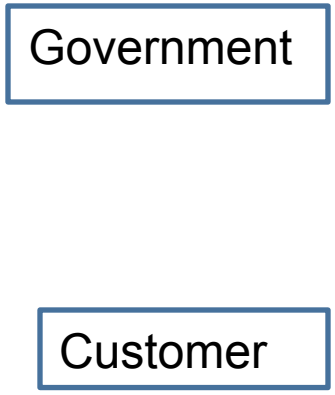
Single government-owned integrated supplier



Customers

Not much interest in customer data, except for fraud prevention and demand-side management

Government as supplier



Not much interest in customer data, except for fraud prevention and targeting?

A low-quality "equilibrium" even in presence of multiple suppliers?

- Customers unhappy with quality in Supplier 1 move to S2; S2's disaffected move to S3; and so on; but S1 gets an equal number of unhappy customers from Sn
- No supplier receives the postulated feedback
  - Does the scenario change with ICTs/big data?
- Also, does the possibility of a solution through exit still voice

What are the conditions for avoiding the low-quality equilibrium trap?

Electricity: What are the incentives for improving quality?

- Regulation as a substitute for competition?
- Organizing consumers: focusing voice?
- Large customers have exit options. How will this impact others?

When government is direct supplier and users do not pay

- What incentives to improve quality?
  - Why do governments seek to improve quality through e gov?
    - Reducing leakage
    - Improving targeting
    - Etc.
- Is it possible to create conditions more conducive to improved attention to quality, by
  - Competition for the market?
  - Benchmark competition?
  - Creating competition among “agents”?