

# Does Digital Technology Improve Governance?

Governments invest billions of dollars annually in automating government financial management, customs, and tax systems respectively. But aside from a few cases that are repeatedly quoted, there is little rigorous evidence of the impact of these investments on government efficiency and accountability to deliver services, reports **Zahid Hussain**, Lead Economist, South Asia Finance and Poverty group, for the **World Economic Forum**.

“An examination of the roughly 530 e-government projects funded by the World Bank in the past twenty years, for example, reveal that almost a third are unsatisfactory, and perform worse than a typical project,” the report says.

The conclusion is that digital technologies can indeed be transformative; but only if accompanied by “analog complements,” Hussain writes.

**Read the article.**