Overview of e-Government Development in Gabon

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Abstract
The impact of e-Government on good governance in developing countries is now a certainty. Gabon is committed to the development of e-Government through a national plan. However, the initiatives taken have not yet raised Gabon in the continental top 10 countries. This study assesses the development of e-Government in Gabon by comparing it with other countries in the same region on the basis of the e-Government surveys conducted by the United Nations. This paper shows that the online services in Gabon are the component whose index should be improved. It was noted that the delay in the development of the e-Government development index is due among other things to the lack of both financial resources and infrastructure.

Keywords: E-Government, E-Government Development Index (EGDI), Human Capital Index (HCI), Developing Countries, Online Services Index (OSI), Telecommunication Infrastructure Index (TCI), Gabon

1. INTRODUCTION

E-Government (e-Gov) refers to the use of information and communication technologies (ICTs) as a platform for the exchange of information, the provision of services and transactions with Citizens, businesses and other branches of government [5]. It provides useful transparency, brings efficiency and modernizes administration in developing countries. It is also recognized as a lever for other production sectors, and therefore, as a powerful tool for human development and essential in achieving internationally agreed development goals, including sustainable development.

On the strength of these advantages, the Government of Gabon is committed to developing a strategy for the growth of the digital economy in general and of e-Government in particular [23].

The purpose of this study is, therefore, to evaluate and analyze the state of e-Government in Gabon, on the one hand, and to highlight the challenges that lie ahead in achieving this ambition. It is based on secondary data derived mainly from the UN surveys conducted by the United Nations Department of Economic and Social Affairs (UNDESA) of the United Nations Department (2003 to 2016) [28-36].

The sections of this paper are organized as follows. First, the definitions of e-Government and a review of the related literature; followed by a description of our motivation and the study methodology for which we depict the indicators of the United Nation e-Government Development Index. The paper is continuing with the evaluation and analysis of the parameters of e-Government in Gabon compared to those of several carefully selected countries of sub-region. Finally, we have a chapter that makes recommendations before the conclusion of the study.

2. DEFINITIONS AND REVIEW OF LITERATURE

In the following subsections, we first present the main definitions of "e-Government" according to the literature; then we review the key publications related to our subject of study.

2.1 E-Government definitions

In the literature, we find several definitions of e-Government; hereafter we decline the most significant, although all state almost the same thing. For the United Nation organist (UN), e-Government can be referred to as "the use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, enhance public service delivery, as well as expand communication channels for engagement and empowerment of people" [34].

For the Organization for Economic Co-operation and Development (OECD), e-Government is defined as "the use of information and communications technologies (ICTs), and particularly the Internet, to achieve better government" [21].According to the World Bank, "e-Government" refers to "government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations 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. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth and/or cost reductions" [39].

According to PALVIA and SHARMA [24], "E-Government refers to the delivery of national or local

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government information and services via the Internet or other digital means to citizens or businesses or other governmental agencies ... E-Government is a generic term for web-based services from agencies of local, state and federal governments. In e-Government, the government uses information technology and particularly the Internet to support government operations, engage citizens, and provide government services. The interaction may be in the form of obtaining information, filings, or making payments and a host of other activities via the World Wide Web".

For Spirakis, Spiraki, and Nikolopoulos [27], e-Government stands for "the use of Information and Communication Technology in the transformation of government; primarily aiming to the improvement of accessibility, effectiveness, and responsibility. It is based on the diffusion of the information and the information policy development. Electronic government guides to increasing citizens' participation and active citizens' development affecting the mechanisms of democracy".

Gil-Garcia and Luna-Reyes defined e-Government as: "the use of information and communication technologies in government to provide public services to improve managerial effectiveness and to promote democratic values and mechanisms; as well as a regulatory framework that facilitates information intensive initiatives and fosters the knowledge society" [15].

Finally, the ITU report [17] distinguished the terms digital government, electronic government (e-Government) and electronic governance (e- Governance) in the following way:

- The digital government refers to the "umbrella term that comprises all uses of information and telecommunication technologies in the public sector" [12].
- e-Government is one aspect of digital government. e-Government refers to the provision of governmental services by ICTs, particularly over the Internet.
- e-Governance refers to the use of ICTs for organization of political activity within and beyond nation states. E-governance "is one of a wide range of competing terms pertaining to use of new communications technologies, such as the Internet and mobile telephony, for political and governmental purposes. Other widely used terms that have overlapping meaning include: electronic democracy (e-democracy), online democracy, cyber-democracy, virtual democracy, online governance, teledemocracy, e-participation and e-deliberation" (Chen 2008).

2.2 E-Government development literature survey
The literature on e-Government is very prolific, so in the following, we will limit ourselves to the scope of our study. According to GRANT [13] and GRÖNLUND [14], e-Government implementation is motivated by the

objectives of improving efficiency, quality of information and relations between administrations - administered, and by better governance. ANDERSEN [2] discussed the role of management in achieving these goals and outlined five key strategic challenges facing managers in the deployment of e-Government; namely: "assessing the demand paradox of e-Government; ensuring that gate-keeping mechanisms of the street-level bureaucrats are not eroding the dynamics of e-Government; use of IT to decrease the high labor intensity in public service provision; revisiting the employees' readiness for e-Government; and building competences within government to ensure dynamic use of IT".

Achieving a high level of electronic readiness is one of the stated objectives of developing countries in their move towards e-Government. To this end, these countries agree to invest time, money and effort to measure their level of e-readiness. DADA [8] critically examined the concept of e-readiness, with a focus on developing countries and shown that, by themselves, these measures do not affect the development because they tend to focus on the environment and ignore the level of organization. In this perspective, he proposed a new model, giving more importance to readiness and acceptance of technology, in order to better understand the situation. Moreover, YUNIS and SUN [40] studied empirically the role of social, technological and economic factors in improving countries readiness to implement e-Government. Their mathematical model has shown that infrastructure, human capital, online presence level and interactive services initiated by the government are significant determinants of e-Government readiness.

A decade ago, the context of e-Government development in OECD countries was comparable to that of developing countries today. That is why a glance at that context can shed light on the progress of e-Government in developing countries. The context of e-Government development in OECD member countries was characterized by the need for information society development, a rapid technological change, a clear digital divide between disadvantaged groups and the others, concerns about privacy, many expectations for citizens, and the existence of organizational, legislative, regulatory and budgetary barriers. Numerous studies have been conducted on e-Government in Europe and OECD countries. Among them, Edwin LAU [19] analyzed this context and the issues of e-Government in OECD member countries, including the context in which e-Government was deployed, and then showed why it was necessary to offer a shared vision to the concerned actors, and finally, he concluded by recommending the final adoption of e-Government.

On the other hand, Agnès BRADIER [6] shows that e-Government is one of the pillars of the e-Europe 2005 action plan, aimed at modernizing and bringing public services online, boosting e-Commerce, deployment of broadband networks and improving IT infrastructure security. In this study, the author reviews the situation of e-

Government in Europe, and identifies the priorities to be followed and situates ICTs in relation to democracy. Among these priorities are interoperability, facilitating access to cross-platform services and promoting exchanges of good practices. At that time (nearly a decade ago), all European countries had already developed e-Government implementation policies, with detailed action plans, under the coordination of the e-Europe. As a result, the offer of e-Government has steadily increased, to the extent that the Internet is used to completely replace the other modes of services for most public services. Today, in Europe, e-Government has become widespread and e-services have become one of the key indicators for the evaluation of public sites [11] [16] [35]. Moreover, for the average user, "ease of use" is the first qualitative criterion of appreciation of a public website. The other criteria for e-Government assessment are procedure simplification, information optimization and workflows, and improvement of exchanges between public authorities.

The coordination of e-Government in Europe has been realized through the adoption of the European Union Digital Agenda, in which e-Government is declined in a set of measures to exploit the potential of ICT, in order to provide public services to citizens more effectively and cost-reduction [9]. The first version of this plan, carried out in the early 2000s, enabled the governments of all Member States to exchange good practices and carry out several projects aimed at developing cross-border e-Government services. Progress had also been made in various sectors: re-use of public information, exchange of information on public procurement, European-scale electronic identity systems, and access to public services by electronic means in all EU countries. At the end of this program, the Commission of the European Union realized that cross-border e-Government services were scarce and little used when they existed. It has, therefore, planned a new program aiming at making European public administrations open, flexible and collaborative in their relations with citizens and businesses.

The EU 2011-2015 e-Government Action Plan enabled the development of digital tools facilitating access and use of public services. E-Government should evolve towards an offer of public services designed by citizens and businesses at their own request. The current trend of e-Government in EU is to have open and cross-border e-services in their design. The 2016-2020 E-Government Action Plan [10] was designed in this perspective, in order to modernize public administration, achieve the digital internal market, engage more with citizens and businesses to provide high-quality services, and finally make digital services faster, cheaper and more user-oriented. In order to achieve these objectives, the action plan comprises three political priorities: modernization of public administrations (in particular with the use of digital keys), increasing the mobility of citizens and businesses through cross-border interoperability, digital interaction between administrations and citizens/businesses for high-quality public services.

According to the experience of European Union, it can be inferred that the implementation of e-Government, therefore, requires the development of a global strategy in the form of a strategic plan, possibly associated with a master plan, in order to offer a shared strategic vision to the entire Administration. This would allow all public bodies to perceive the problems of coordination laying beyond their own services. This includes: strengthening coordination, improving collaboration, rapidly responding to changing skill needs, clarifying public-private partnerships, and monitoring and evaluating e-Government processes. Ultimately, the adoption of e-Government becomes an imperative perceived as early as the 1990s by the rulers, while the Internet was only in its infancy. To deploy e-Government, skills are needed to ensure good governance of ICT investments. Countries such as Gabon and those used as targets in this study are to a large extent in the situation of European countries a decade ago. This is why developing countries must draw on their experience to avoid mistakes. But above all, an evaluation of the existing is necessary; this is the purpose of our approach in this paper with regard to Gabon.

From the European Union experience, it appears that major obstacles can arise during the process of adoption and deployment of e-Government. In order to butter control this process, ALGHAMDI et al [1] outlined in their study, the organizational requirements for the adoption of e-Government in developing countries. They provided a framework for assessing e-Government readiness, and identified seven main factors to be considered in assessing ICT readiness for e-Government implementation: "E-Government organizational ICT strategy, user access, e-Government program, ICT architecture, business process and information systems, ICT infrastructure, and human resource". This study is essential for assessing the availability of ICT at the organizational level when Public Services intend to improve the effectiveness of e-Government initiatives.

In the other hand, the success of e-Government depends not only on Government commitment but also on the willingness of citizens to accept and adopt public e-services. Although there is an abundant literature on e-Government in developed countries, for developing countries it is scarcer. To help to fill this gap, RABAA [25] conducted a study on the factors influencing the adoption of e-Government in Jordan. This study uses the Technology Acceptance Model (TAM) as a theoretical basis and correlates public perception of e-Government with their attitudes toward adoption e-Government. Their analysis highlights four factors that have a significant effect on the adoption of government e-Services in Jordan: "*perceived credibility, perceived usefulness, perceived ease of use and computer self-efficacy*". It also shows that the perceived ease of use is the most important factor in the adoption of e-Government services by Jordanian citizens.

Finally, we are in the early days of scientific interest for e-Government in Central Africa in general and in Gabon in

particular. However, there are some government initiatives for its development. These include the study on the state of play of ICT development in Gabon published in 2008 [18], the development of the national information system master plan in 2009 [3] and the Gabon Digital Plan appeared in 2009 [23].At the university level, there is general work on the question of the information society management [20]. To date, there are no scientific or academic studies dealing with the topic of e-Government in Central Africa and Gabon in particular. This paper is, therefore, a pioneer in this field.

3. MOTIVATION AND STUDY METHODOLOGY

The concern of our paper is the evaluation of the e-Government indicators in Gabon, comparatively to sub-region countries. It provides the Government with a benchmark for the development of Gabon's e-Government with regard to certain target countries. It reviews the e-Government indicators in Gabon and some countries in the sub-region. The aim of this benchmarking is to identify Gabon's weaknesses in e-Government.

To do so, we relied on the methodology already developed by Ali A. Al-Wazir [5], to which we have made some adjustments. This methodology consists in identifying target countries, whose situation is comparable, at a given moment, with that of the studied country. Then, we compare the indicators of all these countries, so as to identify the strengths and weaknesses of the e-Government of the reference country, i.e. Gabon in our case.

In his work, Ali A. Al-Wazir [5] only refers to data provided by the United Nation's E-Government surveys (2003-2010). In our case, we have extended these data to those collected by national organizations, in order to have a more efficient and reliable study; since in the case of Gabon, such data are available. To this end, our study is based on data collected primarily from the United Nation's E-Government surveys (2003, 2004, 2005 and 2008, 2010, 2012, 2014, 2016) and other surveys provided by the Electronic Communications and Postal Regulatory Authority (ECPRA) in Gabon [4].

The target countries included in this study are:
- **Congo (Brazzaville)**: one of the least developed countries with the same indicators and the same economic structure as Gabon. It is bordering Gabon.
- **Cameroon**: One of the border countries of Gabon, with a similar economic structure but with a higher population.
- **Kenya**: One of the top 10 African countries in e-Government with a similar evolution as Gabon between 2003 and 2010, and with a good dynamic now.

To carry out our study, we used universally accepted comparison indicators; namely those defined by the United Nations. This is why we first depict the United Nation E-Government Development Index (EGDI). The United Nations E-Government Survey tracks the progress of e-Government development via the E-Government Development Index (EGDI). The EGDI is devoted to assessing e-Government development at the national level. It is a composite index based on the weighted average of three normalized indices. One-third is derived from the Telecommunications Infrastructure Index (TII) based on data provided by the International Telecommunications Union (ITU); one-third from a Human Capital Index (HCI) based on data provided by the United Nations Educational, Scientific and Cultural Organization (UNESCO), and one-third from the Online Service Index (OSI) based on data collected from an independent survey questionnaire that assesses the national online presence of all 193 United Nations Member States [35].The following is the description of the EGDI:

- **Telecommunications infrastructure index (TCII):** The Telecommunication Infrastructure Index is an arithmetic average composite of five indicators: (i) estimated internet users per 100 inhabitants; (ii) number of main fixed telephone lines per 100 inhabitants; (iii) number of mobile subscribers per 100 inhabitants; (iv) number of wireless broadband subscriptions per 100 inhabitants; and (v) number of fixed broadband subscriptions per 100 inhabitants. The International Telecommunication Union is the primary source of data in each case [35].

- **The human capital index (HCI):** The Human Capital Index consists of four components, namely: (i) adult literacy rate; (ii) the combined primary, secondary and tertiary gross enrolment ratio; (iii) expected years of schooling; and (iv) average years of schooling [35].

- **Online Service Index (OSI):** The Online Service Index reflects differences in levels of e-Government development among countries. To proceed in the Online Service Index (OSI) values for 2016, a total of 111 researchers, including UN experts and online United Nations Volunteers (UNVs) from over 60 countries with coverage of 66 languages assessed each country's national websites in the native language, including the national portal, e-services portal and e-participation portal, as well as the websites of the related ministries of education, labor, social services, health, finance and environment as applicable. Then the raw OSI index scores were created. The final online index value for a given country is equal to the actual total score minus the lowest total score divided by the range of total score values for all countries [35].

- **E-participation index (EPI):** The e-participation index (EPI) is derived as a supplementary index to the UN E-Government Survey. It extends the dimension of the Survey by focusing on the use of online services to facilitate the provision of information by governments to citizens ("e-information sharing"), interaction with stakeholders ("e-consultation") and

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engagement in decision-making processes ("e-decision-making") [36].

4. GABON E-GOVERNMENT ANALYZE AND ASSESSMENT

In 2009, Gabon approved the Gabon Digital Plan [23], which aims at making digital technology a lever for the country economic development. One of the main aims of this plan is the development of e-Government. It is within this framework that several initiatives have been taken in order to develop e-Government in Gabon have. There is, among other things, the development of a national digital strategy in which e-Government finds its place. This strategy is divided into six areas:

- Build the national infrastructure,
- Establish a coherent and stable institutional framework,
- Create the legal framework for the information society,
- Standardize and computerize the large unified registers of the State,
- Implement e-Government,
- Support productive and social sectors in the information and knowledge society.

The project completion was expected in 2016.However, this objective has not been fully achieved and there is a stagnation of the E-Government Development Index between 2012 and 2016 as shown in the following sub-sections devoted to Gabon ranking analyze.

4.1 E-Government Index of Gabon

The 2016 e-Government survey conducted by the United Nations Department of Economic and Social Affairs (UNDESA) divided the Africa countries into four zones: eastern, southern, western and central (where Gabon appears). Among Africa-central countries, Gabon has a medium ranking score, and it ranks the 129th among all the 193 surveyed countries [35].

To better assess the Gabon's e-Government development index according to our model, it should be compared to other countries with the same level of development at the beginning of the analysis period (say 2003-2016). Among them, Kenya was chosen for the comparison, as shown in Figure 1.a, because of the similarities with Gabon in 2003 (starting point) and even in 2010, before a great evolution. Indeed, Kenya is the only sub-Saharan country in the top 10 to have had an evolution similar to Gabon between 2003 and 2010. Then, there is a more marked evolution of Kenya after 2010. Understanding the factors of this advance of the Kenya could help the Government of Gabon to improve its e-Government index.
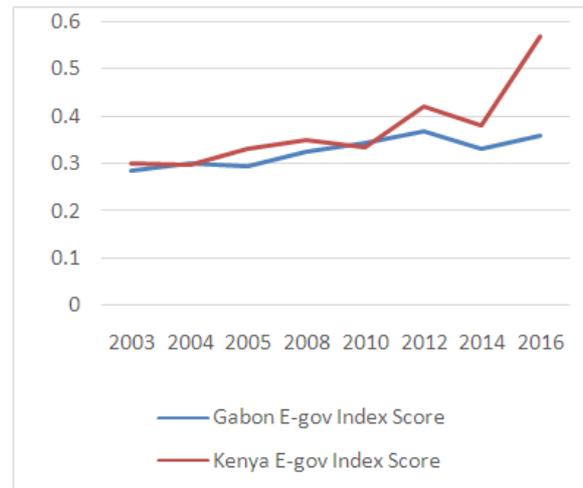

Figure 1.a: Gabon and Kenya E-Government Index Trends

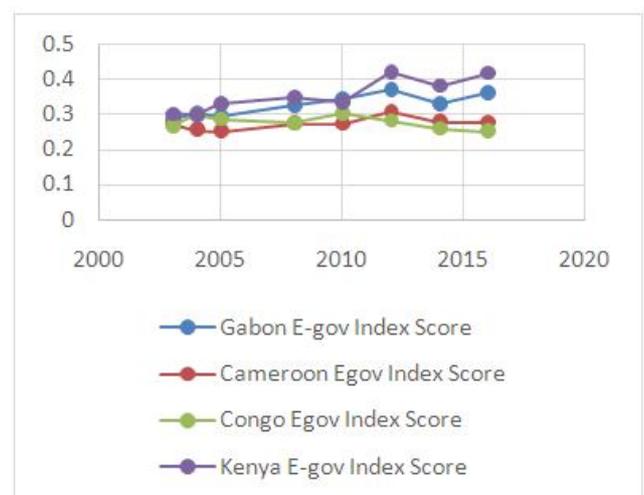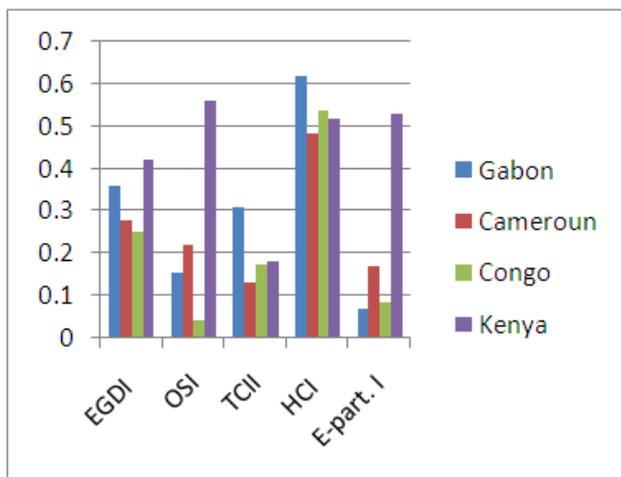**Figure-1.b:** Gabon E-Government Index Trend

Figure 1.c: Gabon and other countries E-Gov Index Trend

E-Government indices for Gabon (Figure 1.b) and other countries in the region are illustrated on Table-1 and Figures-1.c-d. The position of Cameroon and Congo in the

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ranking remained stable over the period observed. This does not mean that there has been no evolution in the development of e-Government, but rather that this development did not allow a significant classification evolution compared to other countries. Kenya, which has undergone a significant change since 2006, has been caught up by Gabon in 2010; but the former has distanced the latter after 2012. And the e-Government development gap between the two countries has been constant since then.

Table 1: E-Gov. Indices of Gabon other countries

Index	Gabon	Cameroun	Congo	Kenya
EGDI	0,3584	0,2759	0,2497	0,4186
OSI	0,1522	0,2174	0,0435	0,558
TCII	0,3068	0,131	0,1713	0,1808
HCI	0,6162	0,4794	0,5344	0,5169
E-part. Index	0,0678	0,1695	0,0847	0,5254

Figure 1.d: E-Government Indices of Gabon compared with other countries in the region

Ultimately, this work raises the question of improving the Gabon's EGDI to at least to 0.4 in the next few years. Telecommunication infrastructure index and online service index have a lower rank than human capital. This doesn't mean that HCI ranked good, but it gives more emphasis to more focus on online service and telecommunication infrastructure indicators [5].

4.2 Online Services in Gabon
In the national strategy of Gabon, e-Government is declined in three components [23]:
- A "front office" platform consisting of on-line services for citizens and Companies;
- A "back office" platform consisting of business and administration applications, services and collaborative tools to enhance the government staff productivity;

- Dashboards and decision-support tools for state decision-makers.

A lot of effort has been made from the front office perspective, notably through the provision of on-line information. Thus, there is a government web portal (http://www.gouvernement.ga), which provides links to the websites of all the Ministries and the main town halls.

We note the development of interactive applications such as e-visa (http://www.dgdi.ga) for the online entry visa in Gabon and e-tax (http://www.etax.dgi.ga)for online tax declaration and payment.

Alongside these achievements, there are still progresses in the development of applications identified by the National Master Plan of the Information System on the one hand, but also transactional applications such as e-tax. This is mainly due to:
- Lack of investment budgets,
- Little dynamic of private sector in the development of services,
- Lack of incentives from the public authorities, even if one can note the encouraging project of setting up a digital incubator in Gabon or the Gabon Special Economic Zone (*http://www.fr.gsez.com*) which offers attractive tax measures to investors.

Figure-2.a shows online service trends for selected countries and shows categories on online service data including emerging information services, enhanced information services, transactional services and connected services.

4.3 ICT Indicators of Gabon
According to the Electronic Communications and Postal Regulatory Authority (ECPRA), there are about 8 private companies, providers of Internet service in Gabon; among them, four operating mobile operators: Airtel, Gabon Telecom, Azur, and Moov. It should be remembered that mobile operators provide both telephony and internet services. Table-2 shows the main indicators of telecommunication technology during the period: 2011-2014 provided by ECPRA [4].

Figure 2.b shows that individual connectivity to the broadband internet is still modest in 2014. In this area, we note significant progress in 2016 thanks to the development of 3 and 4G networks.
With the advent of mobile telephony, fixed telephony becomes increasingly marginal and reserved for the administration and companies. Its expansion is now very limited, despite the efforts of Gabon Telecom, the only operator in the field, to encourage subscription to the fixed telephone, with incentives such as free communication between fixed telephones.

Gabon has a mobile penetration rate among the highest in the region. However, the Government will have to sustain its efforts in building infrastructure, notably the broadband

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optic-fiber network throughout the territory on the one hand, but also the construction of a data center that will secure data hosting and encourage application development.

Table 2: Main Statistical Indicators of Information and Communications Technology: 2011 – 2014 (ECPRA)

| Indicators	Unit	2011	2012	2014
Internet				
Mobile internet park	Number		461461	1106552
Fixed internet park	Number		25983	10737
ISP internet park	Number		9927	33525
Global internet park	Number	282776	497371	1150814
High bandwidth Park	User	6651	NC	13767
Low bandwidth Park	User	276125	NC	1015047
Internet penetration rate	User/ Population	17,78%	33%	76%
internet ARPU	FCFA	5636	NC	NC
Mobile phone				
Mobile phone park	Number	2370227	2520027	2932731
Mobile phone penetration rate	User/ Population	97%	166%	193,39
Mobile phone ARPU	FCFA	6375	6403	5884
Fixed line				
Fixed lines	Number	22499	22611	18498
Penetration rates fixed lines	User/ Population	1,41%	1,49%	1,22%
FixedlinesARPU	FCFA	63296	54186	40568

N.B. - ARPU: Average Revenue Per Unit/User.
- ISP: Internet Service Provider
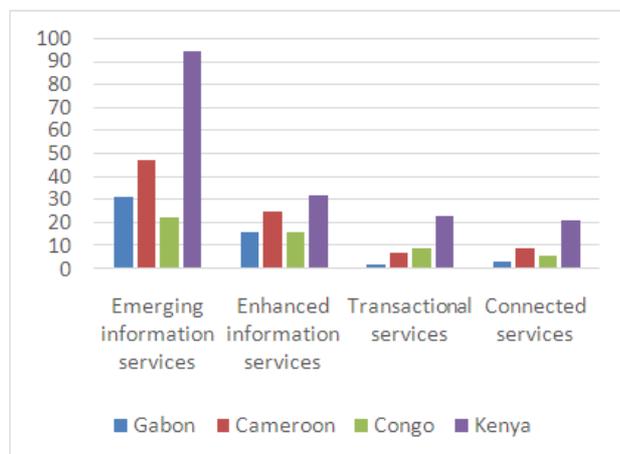
Figure2.a: Online Service gap between Gabon and the other countries in the region.
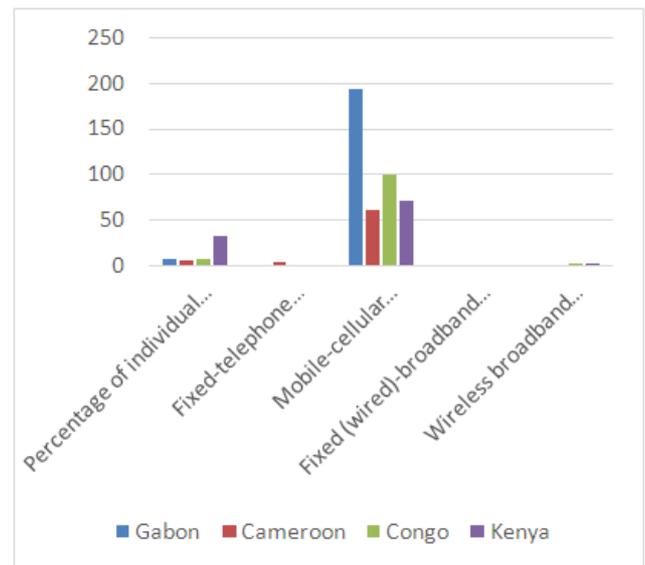
Figure 2.b: ICT gap between Gabon and other countries in the region.
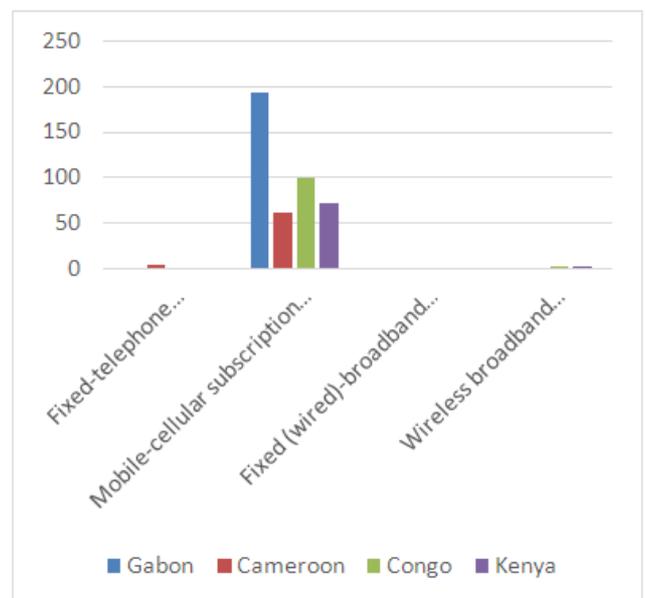
Figure 2.c: ICT gap between Gabon and other countries in the region (with the ACPRA data)

5. FINDINGS AND DISCUSSIONS

Gabon with an e-Government development index of 0.3584 in 2016 is one of the middle-developed countries. The analysis of all the indices shows sufficiently the important task left to the competent authorities to position Gabon in the upper tier by 2020, i.e. an EGDI index of at least 0.5.

Finally, Gabon can take advantage of the example of many countries in the top 10 African countries with an index of around 0.5. These include Cape Verde, Seychelles, Tunisia and even Kenya with continued growth.

To achieve this, the Kenyan Government approved e-Government strategy in 2004, making the start of e-Government journey. In 2006, National ICT policy was approved by the Ministry of Information and Communications (MoICT) [38]. The Government has since initiated several e-Government systems with the aim of enhancing efficiency, transparency, and democracy within public administration. Some significant examples are e-Registry for business registration, passport application and processing system, and G-pay. According to WAMOTO: "The overall goal of e-Government is to make the Government more result oriented, efficient and citizen-centered" [38]. The results achieved by Kenya prove that the strategy put in place is a win-win situation.

To improve its index, Gabon will have to continue implementing its strategic plan, notably on networking of the entire territory in fiber optics, construction of a data center, optimization of the Internet exchange point, regulation of the sector by proposing laws, development of digital entrepreneurship, and so on. All this will have to be done with the inclusion of citizens.

6.CONCLUSION

The benefits of implementing e-Government are no longer demonstrable. E-Government improves communication and exchange not only within government but also between government and business, development partners and citizens. It is a real tool for decision-making, control, management and modernization of the administration. It fundamentally improves governance in the least developed countries, notably through the transparency it provides. So it's an invaluable development tool and a mean of sharing some traditions [26]. This is of great interest to African countries which are well known for the predominance of traditions in everyday life and which do not fail to impact on e-Government.

Gabon, like the other developing countries, has adopted a plan for the development of e-Government. But it is slow to implement due to many challenges including lack of budget aggravated these days by the oil crisis, inadequate broadband communication infrastructure, lack of regulation on the sectors of information society, electronic transactions, cyber criminality and, lastly, insufficiently qualified manpower.

This paper assessed and analyzed the current state of e-Government in Gabon, based on surveys conducted by the United Nations Department of Economic and Social Affairs (UNDESA) of the United Nations Department from 2003 to 2016. This scientific study, In Gabon, provides useful information for decision-makers by identifying the weak points of e-Government and gives suggestions as compared to some countries that have gone through this experience.

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