Chapter 1
M–Government and Its Application on Public Service Delivery

Vannie Naidoo
University of KwaZulu-Natal, South Africa

Thokozani Ian Nzimakwe
University of KwaZulu-Natal, South Africa

ABSTRACT

Technology has taken over every aspect of society. It is only fitting that governments embrace technological changes in society and develop m-government for the technologically savvy people of today's society. A global change that is transforming the government sector is the use of ICTs to improve service delivery. In this chapter, the following themes will be investigated and discussed: e-government, defining mobile government, different perspectives on mobile government, mobile government in developed countries, mobile government in developing countries, benefits and limitations of mobile government, way forward in implementing mobile government, and future research in areas of mobile government.

INTRODUCTION

ICTs have permeated every area of society it has only been a matter of time that government has caught on and embarked on m-Government and e-Government. Government had to keep abreast of the changes in society and they therefore utilize technology and ICT's to improve service quality. In the developed world countries m

Government has been easy to implement. In developing countries m-Government is still slow to catch on. There are many different views put forward in this chapter on m-Government and e-Government and what is the future for technology in government. The idea of m-Government is highly relevant in this day and age when wireless technology surrounds many of societies in the world. The developing world countries also have a lot to benefit from m Government despite the challenges faced. The belief is that although initial infrastructure, mobile and computer access, administration and labor and training costs may be very large at first, for the implementation of m-Government, the long term benefits are still very appealing

E-GOVERNMENT

E-Government has been a major breakthrough that has added value to government services and citizens in a country.

E-Government' refers to the use by 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 (The World Bank Group, 2011).

Brown (2005) argues that Electronic government encompasses all government roles and activities, shaped by information and communications technologies (ICTs). Going well beyond analogies to e-commerce, it encompasses the four domains of governance and public administration: the state's economic and social programs; its relationships with the citizen and the rule of law (e-democracy), its internal operations and its relationship with the international environment. E-government builds on three evolving forces: technology, management concepts and government itself. It has given rise to several phenomena that are redefining the public sector environment, including the International Institute of Administrative Sciences. Four aspects of e-government have lasting impacts on public administration: citizen-centered service, information as a public resource, new skills and working relationships, and accountability and management models.

E-government, in its broad sense, is the use of information technology to enable or enhance government processes, of which the use of the Internet is only one part

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