


Chapter 2

E–Government and E– Governance: Driving Digital Transformation in Public Administration

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ABSTRACT

E-Governance is crucial for enhancing government efficiency, transparency, and accessibility by digitizing public services and processes. This article explores the pivotal role of e-Government and e-Governance in transforming public administration through digital technologies. It examines how governments worldwide are leveraging information and communication technologies (ICTs) to improve the efficiency, transparency, and accessibility of public services. The study addresses key challenges such as the digital divide, cybersecurity, and the adoption of emerging technologies like artificial intelligence (AI) and blockchain in governance. Through a comprehensive review of e-Government initiatives and their impact on public sector efficiency, this paper offers solutions and recommendations for policymakers and highlights the broader implications for both academia and industry. Future research directions are also proposed to advance the understanding of digital governance frameworks in a rapidly evolving technological landscape.

INTRODUCTION

The digital revolution has fundamentally reshaped how governments operate and interact with citizens. As societies become increasingly connected through the internet and mobile technologies, public administration is under pressure to adapt to new expectations of service delivery, efficiency, and transparency. E-Government and e-Governance represent two sides of this transformation, where governments

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harness the power of information and communication technologies (ICTs) to enhance the delivery of public services and engage citizens more actively in governance processes.

E-Government focuses on the use of digital tools to make public services more accessible and efficient. This includes everything from online tax filing systems to e-health services and digital identity platforms. By digitizing administrative processes, governments aim to reduce bureaucracy, improve service delivery, and enhance the overall user experience for citizens and businesses alike. In many countries, e-Government initiatives have already demonstrated significant benefits, such as reducing transaction costs, speeding up service delivery, and increasing public sector transparency. E-Governance, on the other hand, goes beyond the delivery of services and encompasses the broader role of technology in governance. It involves the use of digital platforms to foster more participatory and transparent governance processes. This includes digital tools for citizen engagement, such as e-voting, public consultation platforms, and real-time feedback mechanisms on policy issues. E-Governance seeks to make governance more inclusive and responsive, bridging the gap between citizens and decision-makers.

Despite its potential, the adoption of e-Government and e-Governance is not without challenges. One significant issue is the digital divide, where certain segments of the population, particularly in rural or underdeveloped regions, may lack access to the internet or digital literacy. Cybersecurity also poses a critical threat, as governments must protect sensitive data from cyberattacks and ensure the integrity of digital transactions. Moreover, the integration of advanced technologies such as artificial intelligence (AI), big data, and blockchain in public administration introduces new complexities in terms of policy, regulation, and ethical considerations.

Aims

The primary objective of this study is to analyse how e-Government and e-Governance are driving digital transformation in public administration. Specifically, the study aims to assess the impact of ICTs on improving public service delivery, increasing transparency, and fostering citizen engagement. Additionally, the study seeks to identify challenges such as the digital divide and cybersecurity risks, while offering potential solutions and recommendations for policymakers and public sector leaders.

BACKGROUND

E-Government and e-Governance have gained substantial attention in recent years as governments leverage technology to improve service delivery, enhance citizen engagement, and promote transparency. E-Government and e-Governance have emerged as significant areas of study and practice, reflecting the transformative impact of technology on public administration and service delivery.

The foundations of e-Government were laid in the early 1980s, when the potential of information technology in public administration began to be recognized. Kraemer and King (1986) conducted a pivotal study examining the implications of IT for public management. They aimed to understand how technology could improve government efficiency and service delivery. Their findings revealed that successful implementation depends significantly on organizational readiness, leadership support, and the political context in which government operates. Building on this foundation, Gant and Gant (2002) explored the use of the Internet in local government service delivery. T study aimed to assess the extent of online service provision across U.S. local governments. Balaji, K. (2024) study on Harnessing AI for

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