

Chapter 4

E–Government and Digital Public Services


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ABSTRACT

E-Government and digital public services represent a profound evolution in the delivery of government functions, reflecting a broader trend toward digital transformation that has reshaped how citizens interact with their governments. This evolution encompasses the shift from traditional, paper-based systems to sophisticated digital platforms that streamline processes, enhance accessibility, and improve service delivery. The journey from initial e-government initiatives to the current landscape of digital public services illustrates significant advancements in technology and policy, driven by the need for efficiency, transparency, and greater citizen

DOI: 10.4018/979-8-3693-9709-1.ch004

engagement. The concept of e-Government began taking shape in the 1990s with the advent of the internet and the increasing recognition of its potential to improve public administration. Early e-Government initiatives were primarily focused on digitizing existing services and providing online access to government information.

INTRODUCTION

E-Government and digital public services represent a profound evolution in the delivery of government functions, reflecting a broader trend toward digital transformation that has reshaped how citizens interact with their governments. This evolution encompasses the shift from traditional, paper-based systems to sophisticated digital platforms that streamline processes, enhance accessibility, and improve service delivery. The journey from initial e-government initiatives to the current landscape of digital public services illustrates significant advancements in technology and policy, driven by the need for efficiency, transparency, and greater citizen engagement. The concept of e-Government began taking shape in the 1990s with the advent of the internet and the increasing recognition of its potential to improve public administration. Early e-Government initiatives were primarily focused on digitizing existing services and providing online access to government information. This initial phase involved creating websites and online portals where citizens could find information about government services, download forms, and make inquiries. The primary goal was to offer convenience and reduce the bureaucratic burden associated with traditional methods. As technology advanced, the scope of e-Government expanded to include more interactive and transactional capabilities. The 2000s saw the introduction of online application processes, electronic payments, and digital submission of documents. Governments began to recognize the potential of digital tools to not only enhance operational efficiency but also to improve the quality of services provided to citizens. This period marked a shift from simply providing information online to enabling full-service transactions and interactions through digital channels.

The evolution of e-Government has been characterized by several key trends and technological advancements. One prominent trend is the integration of mobile technology, which has significantly enhanced accessibility and convenience. Mobile applications and responsive web design have enabled citizens to access government services and information from their smartphones. By analyzing large datasets, public sector organizations can identify trends, predict demand, and tailor services to better meet the needs of their constituents. Artificial Intelligence (AI) and Machine Learning (ML) represent the latest frontier in digital public services, offering new opportunities for automation, personalization, and efficiency. AI-powered chatbots,

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