

The Impact of E-Government on Public Service Delivery

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Abstract. This article evaluates the impact of e-government initiatives on public service delivery. By assessing the effectiveness of digital platforms, the study highlights improvements in accessibility and efficiency. The paper also discusses challenges such as digital divide and security concerns.

Keywords: E-Government, Public Service, Digital Platforms, Accessibility, Efficiency

Introduction

E-government initiatives are transforming public service delivery by leveraging digital platforms to enhance accessibility and efficiency. This article evaluates the impact of these initiatives on the quality of public services, examining various case studies and empirical data. The research highlights significant improvements in service delivery, including faster response times and increased citizen engagement. However, challenges such as the digital divide and security concerns remain critical issues that need to be addressed. The findings suggest that while e-government can offer substantial benefits, it requires careful planning and investment to overcome existing barriers.

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