

Analyzing the Electronic Governance Policies and Legislative Frameworks on Public Service Delivery in South Africa

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KEYWORDS Innovation. Policy Framework. Public Management Public Sector. Technology

ABSTRACT This paper uses a descriptive analysis approach to analyze the policies and legislative frameworks governing electronic governance on an effective and effective service delivery. The primary objective of the paper was to understand the e-governance policies and legislative frameworks on service delivery in South Africa. The paper revealed that the post-1994 era has witnessed the formulation of various legislative requirements, which were designed to direct governmental reforms on improving public service delivery in South Africa. The paper also reveals that the Constitution of South Africa 1996 is structured as the cornerstone whose foundation ties all the governmental reforms on improving public service delivery in South Africa. The paper concluded that the successful implementation of the e-governance initiatives is solely dependent upon legislative frameworks that support and not hamper e-governance in the public service.