

Challenges of ICT and Electronic-Governance for Service Delivery in the Public Service

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ABSTRACT This paper uses an in-depth literature review to clarify that paperwork in the public service is slowly becoming a thing of the past and more governments are seeking to adapt to an electronic administrative system, for efficient public service delivery. The primary objective of the paper was to examine the challenges of electronic-governance through the use of information and communications technology (ICT) to service delivery in the public service. The paper reveals how ICT is increasingly supporting government activities in response to service delivery challenges currently underpinning the South African public service. An in-depth literature review of the study concluded that technological infrastructure must be available for e-governance to be fully functional as a strong support system for public service provision.