E-GOVERNMENT AND E-GOVERNANCE:
A CONCEPTUAL FRAMEWORK

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ABSTRACT
E-government refers to the government uses information technology and particularly the Internet to support government operations, engage citizens and provide government services. It is the one stop internet gateway to major government services. It facilitates provision of relevant government information in electronic form to the citizen. E-government provides better service delivery to citizen’s and empowerment of the people through access to information without the bureaucracy.

E-governance is the process of using information and communication technologies at various levels of the government and the public sector and beyond. The managers and supervisors utilize IT and Internet to execute their functions of supervising, planning, coordinating and staffing effectively. E-governance is a broader concept and includes the use of ICT by government and civil Society to promote greater participation of citizens in the governance of political institutions.

KEY WORDS: E-government, E-governance, ICT.

REFERENCES


