

E-GOVERNMENT MODEL AND SERVICE DELIVERY: A TOOL FOR ATTAINING ORGANIZATIONAL OBJECTIVES

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Abstract

Countries world over are struggling to better their existence through the process of good governance and effective and efficient service delivery which to many can only be well attained through e-governance. This paper assessed the impact of e-governance services as an instrument for realizing organizational objectives. The paper argues that e-governance services has become an integral part of New Public Management, in the contemporary world, as it emerged for the sole aim of providing services to the people at optimal level. The paper found out that e-governance model has fallen short of its capacities to transformed service delivery and community trust in government. It does however, have the opportunity of enhancing democratic responsiveness and improving the belief that government service delivery is efficient and effective. The paper recommends that, effective and proper manpower training should be put in place for e-governance to be able to serve it purpose.

Keywords: *E-Government, service, service delivery, ICT, Organizational performance.*