**E-Government**

**Introduction**

A worldwide revolution in information and communications technologies is occurring. The Internet, the personal computer, and the mobile phone are fundamentally changing our lives - affecting the way we work, learn and interact. Governments around the world are recognizing the value of e-Government. Properly designed and implemented, e-Government can improve efficiency in the delivery of government services, simplify compliance with government regulations, strengthen citizen participation and trust in government, and yield cost savings for citizens, businesses and the government itself.

The word government has been variously defined by different scholars. Etymologically the word government originates from the word “**govern**” meaning “**to steer or rule**”.

The definition of government is often phrased in terms of key requirements that society places on its government. The New Oxford English dictionary (2001) defines government as; the system by which a state or community is governed or the action or manner of controlling or regulating a state, organization, or people. Other common definitions include, the exercise of political authority over the actions or affairs of a political unit, people, etc., as well as the performance of certain functions for this unit or body” and “the executive policymaking body of a political unit, community, etc.”.

**What is E-government?**

The phenomenon of e-Government can be explained unambiguously by adopting a definition of e-Government that includes all electronically executed transactions between government agencies and citizens.

E-government in (short for electronic government and also say as e-government or digital government or online government or connected government) generally involves using ICTs to transform both backend and front-end governments processes and provide services, information and knowledge to all government customers, that is the public, businesses, government employees and other government agencies. E-government uses a range of information, such as the wide area networks, internet, and mobiles computing, to transform government operations to order to improve effectiveness, efficiency, services delivery and to promote democracy.

**Benefits of E-Government**

**Cheaper:** a website can be a very cost-effective way to exchange information, both for its owner and its users. From the agency's point of view, for instance, a website can reduce the number of enquiries agency staff has to deal with, by providing answers to the most common questions or queries (also known as FAQs, Frequently Asked Questions) it normally receives, and therefore reduce the amount of staff effort and cost needed to respond to them. In general, a website makes it possible to publish extensive information on regulations, procedures and other aspects of an organization’s work, which would otherwise need to be disseminated through direct human intervention: this means an agency can dedicate less staff time to dissemination activities, allowing either for a reduction in staff numbers, or for their employment elsewhere in the agency. Websites also represent a cheaper alternative to the production and dissemination of printed materials, like leaflets, letters and so on. A website can also represent a cheaper communication alternative from the users' point of view, especially if they are located in remote regions or abroad, as a phone call to an internet provider is often cheaper than a long-distance call, or a physical visit to the agency.

**Quicker:**

Web publishing is immediate, and this enables agencies to introduce changes to their public literature easily and relatively quicker than with traditional and more costly methods depending on print. The immediacy of web publishing also allows the fast release of news and other information items to the public, which an agency may find useful to, say, respond to promptings from the media, or act in moments of crisis. In addition to this, if maintained properly a website provides information 24 hours a day, 7 days a week , and can therefore cater for the parts of the population either that find it hard to visit the agency in person (including, for instance, the disabled) or to contact it during working hours. This can extend to providing the possibility to conduct transactions (e.g. requesting a license) outside working hours and/or without visiting government offices, which can be useful in countries or regions where travel is slow, costly or generally not easy. Conducting transactions online is also generally faster, as data can be recorded and transferred very quickly, as opposed to what happens with other, more traditional ways of handling bureaucratic procedures (e.g. paper-based forms, manual input by officials, etc.).

**Transparency:**

What the government is working on as well as the policies they are trying to implement. Due to governments web presence citizens can easily know about projects, plans, and outcomes. **Democratization:**

Greater citizen participation in government’s policy and decision making, e.g. through e-voting, chat rooms, emails etc.

**Convenience:**

Anywhere any time services. Reduction in physical contacts so no need to travel to govt. office.

**Speed and efficiency:**

Improved accounting and record keeping through computerization, and information and forms can be easily accessed, updated, and modified resulting greater speed and efficiency.

**Disadvantages:**

**Reliability & Trust:**

No Reliability of information on the web said.

**Surveillance & Privacy:**

More and more information with governments about citizens can be available. When the government has easy access to more information on its citizens, personal privacy is lost.

**False sense of transparency and accountability:**

E-government system maintained by the governments themselves so; the information can be added or removed from the public eye (Security problems). Very few organizations monitor and provide accountability for these modifications.