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Does E-governance improve transparency? A case study of South Africa

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2019

https://hdl.handle.net/10539/29416

Kopane, Tebogo Elizabeth Koloi (2019) Does E-governance improve transparency? a case study of South Africa, University of the Witwatersrand, Johannesburg, <http://hdl.handle.net/10539/29416>

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Abstract

The purpose of this research paper is to investigate on whether the presence of e-governance improves transparency in a state. The research report will do so through answering questions posed in the process of investigation which are; How does Information and Communications Technology (ICT) act as a tool of transparency? Are the e-initiatives implemented by the South African government proof that e-governance can improve transparency? These questions are integral in investigating the overarching question “does e-governance improve the presence of transparency?”

The research report will embark on a qualitative study, using process tracing as a method of investigation as the primary and secondary resources stem from policy documents, research papers as well as international indices. The research report will use South Africa as a case study from the time period of 1994 since its democratic inception South Africa has been in the forefront of implementing policies that would propel the use of e-governance in ensuring good governance practices. The research report has analysed the implementation of the Thusong Service Centres, National e-health, e-filing as well as e-education.