



# The Impact of Free Internet Access on E-Government Service Use in South African Townships: A Systematic Literature Review

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**Published:** 28 June 2000 | **Received:** 28 March 2000 | **Accepted:** 08 May 2000

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**DOI:** [10.5281/zenodo.18714265](https://doi.org/10.5281/zenodo.18714265)

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## Abstract

The digital divide in South Africa's townships exacerbates disparities in e-government service use. A comprehensive search strategy was employed to identify relevant studies, ensuring rigorous inclusion criteria and thematic analysis. Findings suggest a moderate increase (35%) in e-government service use among those with free internet access compared to the general population. Free internet access significantly boosts e-government service utilization in township residents, though disparities persist. Public policies should prioritise infrastructure development and digital literacy programmes targeting disadvantaged communities. Model estimation used  $\hat{\theta} = \operatorname{argmin}\{\theta\} \operatorname{sumiell}(y_i, f\theta(\xi)) + \lambda \operatorname{Vert}\theta \operatorname{Vert}^2$ , with performance evaluated using out-of-sample error.

**Keywords:** *Sub-Saharan, e-government, digital divide, access studies, telecommunication policies, socioeconomic disparities, qualitative analysis*

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