



E-Government Solutions' Impact on Central Region Ghanaian Government Offices' Service Delivery Efficiency in 2007 Context

Kofi Agyeman¹, Yaw Addai², Esi Afenyo¹, Abena Danso^{2,3}

¹ University of Professional Studies, Accra (UPSA)

² University for Development Studies (UDS)

³ Accra Technical University

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Correspondence: kagyeman@outlook.com

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Author notes

Kofi Agyeman is affiliated with University of Professional Studies, Accra (UPSA) and focuses on Computer Science research in Africa.

Yaw Addai is affiliated with University for Development Studies (UDS) and focuses on Computer Science research in Africa.

Esi Afenyo is affiliated with University of Professional Studies, Accra (UPSA) and focuses on Computer Science research in Africa.

Abena Danso is affiliated with University for Development Studies (UDS) and focuses on Computer Science research in Africa.

Abstract

This study examines the impact of e-government solutions on service delivery efficiency in Ghana's Central Region government offices. A mixed-methods approach was employed, combining quantitative data from a survey with qualitative insights from interviews. Data were collected through structured questionnaires and semi-structured interviews targeting government officials and citizens in the Central Region of Ghana. Internet access increased by an average of 25% among surveyed government offices, leading to improved service delivery efficiency as measured by response times and citizen satisfaction scores (mean satisfaction score: 8.3 out of 10). E-government solutions have enhanced service delivery in the Central Region of Ghana's government offices, with notable improvements in internet infrastructure and user experience. Further investment should be directed towards expanding e-governance platforms to ensure equitable access across all regions. Training programmes for both government employees and citizens are also recommended to maximise benefits from these solutions. e-government, service delivery efficiency, Ghana, Central Region Model estimation used $\hat{\theta} = \operatorname{argmin} \{ \theta \} \operatorname{sumiell} (y_i, f\theta(\xi)) + \lambda \operatorname{Vert}\theta \operatorname{rVert} 2^2$, with performance evaluated using out-of-sample error.

Keywords: Sub-Saharan, e-governance, telecentres, m-services, participatory governance, ICT diffusion, public service delivery

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