



Eswatini Ghanaian E-Government Platforms Evaluation for Public Service Delivery Efficiency: User Satisfaction and Performance Indicators Comparison

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Abstract

This study examines E-government platforms in Ghanaian municipalities to evaluate their impact on public service delivery efficiency, focusing on user satisfaction and performance indicators. Data was collected through surveys from users of E-government platforms in both countries. A mixed-method approach combining quantitative survey data analysis and thematic content analysis was employed to evaluate the effectiveness of these platforms in improving public service delivery. A notable finding is that user satisfaction ratings were significantly higher ($p < 0.05$) in Ghana's municipal E-government platforms compared to Swaziland's, indicating a need for further enhancements in Swazi systems to match or exceed those in Ghana. The study concludes by recommending targeted improvements and investments in Swazi E-government platforms based on user feedback and performance metrics from both countries. Specific recommendations include implementing more interactive features, increasing transparency in service delivery processes, and enhancing cybersecurity measures to improve user satisfaction and overall system performance. E-Government Platforms, Public Service Delivery, User Satisfaction, Performance Indicators, Comparative Study 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, African, Socio-Technical, Systems, UserExperience, Ethics*

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