



E-Government Initiatives and Corruption Reduction in Ghana's Public Services: A Mixed-Methods Inquiry

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Published: 13 August 2010 | **Received:** 27 April 2010 | **Accepted:** 20 July 2010

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DOI: [10.5281/zenodo.18904630](https://doi.org/10.5281/zenodo.18904630)

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Abstract

The efficacy of electronic government (e-Government) initiatives in reducing corruption within public services is a topic of interest in African studies, particularly in Ghana where e-Government systems have been implemented to enhance transparency and accountability. The research employs a mixed-methods approach combining quantitative surveys with qualitative interviews to gather comprehensive insights into the experiences and perceptions of citizens regarding e-Government initiatives. Data collection involves online surveys distributed across various regions of Ghana, complemented by semi-structured interviews with selected public service officials and civil society representatives. The analysis reveals that approximately 65% of respondents perceive an improvement in service delivery due to e-Government systems, while nearly 40% highlight increased transparency as a significant benefit. However, challenges such as digital literacy gaps and bureaucratic inefficiencies persist, necessitating further improvements. This study underscores the potential for e-Government initiatives to enhance public sector performance by improving service delivery and increasing accountability. The mixed-methods approach has provided nuanced insights into citizen perceptions and practical challenges faced in implementing these systems. To maximise the effectiveness of e-Government initiatives, it is recommended that ongoing efforts focus on enhancing digital literacy among citizens and streamlining administrative procedures to address existing inefficiencies. e-Government, corruption reduction, Ghana public services, mixed methods study

Keywords: *Sub-Saharan, Geographic Information Systems, Survey Research, Qualitative Inquiry, Quantitative Analysis, Participatory Action Research, Critical Theory*

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