

# International E-Government Development

## Policy, Implementation and Best Practice

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## E-Government Development in the Central Asian States: Best Practices, Challenges and Lessons Learned

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### 6.1 INTRODUCTION

nowadays e-government plays an important role in many countries. E-government is the use of information and communication technologies (ICTs) and particularly the Internet, as a tool to achieve better government (OECD 2003). It is widely perceived to be fundamental to reform and modernization in the public sector in order to improve service quality (OECD 2003; Foley and Alfonso 2009; Norris and Moon 2005).

E-government is transformative in nature affecting the management of human, technological, and organizational resources and processes (Grant and Chau 2006). The transformation agenda focuses on the need for governments to more effectively manage inputs, processes, and outputs of public administration organizations, and covers broad classes of institutional reform (Osborne and Gaebler 1992; Muhammad Rais 1999). The advent of new public management transforms traditional systems and adds new dimensions to the functioning of modern government to provide the

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