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Home of Quality Education



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**SERVICE DELIVERY & GOOD
GOVERNANCE:
THEORIES & IMPERICAL EVIDENCE OF
ICT**

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ICT SERVICE DELIVERY GOALS



OPTIMIZE

Optimize the state's IT investment to operate more efficiently.



UNITE

Unite business and IT to meet the needs of the citizens through the innovative use of technology.



REVITALIZE

Revitalize our IT workforce by attracting and developing a diverse community of IT professionals who are engaged and motivated to push boundaries to foster positive change.



INVEST

Invest in the security of the state's applications and infrastructure to mitigate risk and protect citizen data.



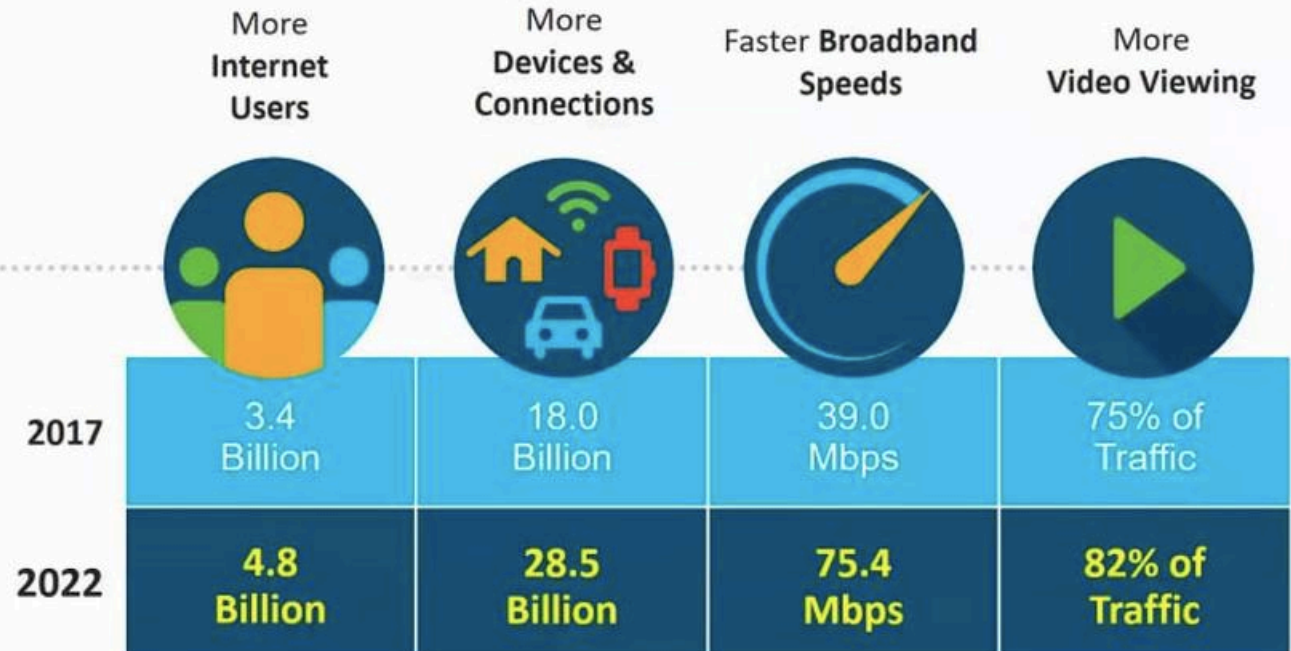
TRANSFORM

Transform the way the state conducts business through the delivery of reliable and accessible technology and data services.

Global Internet Growth and Trends

Key Digital Transformers

By 2022



Source: Cisco VNI Global IP Traffic Forecast, 2017–2022

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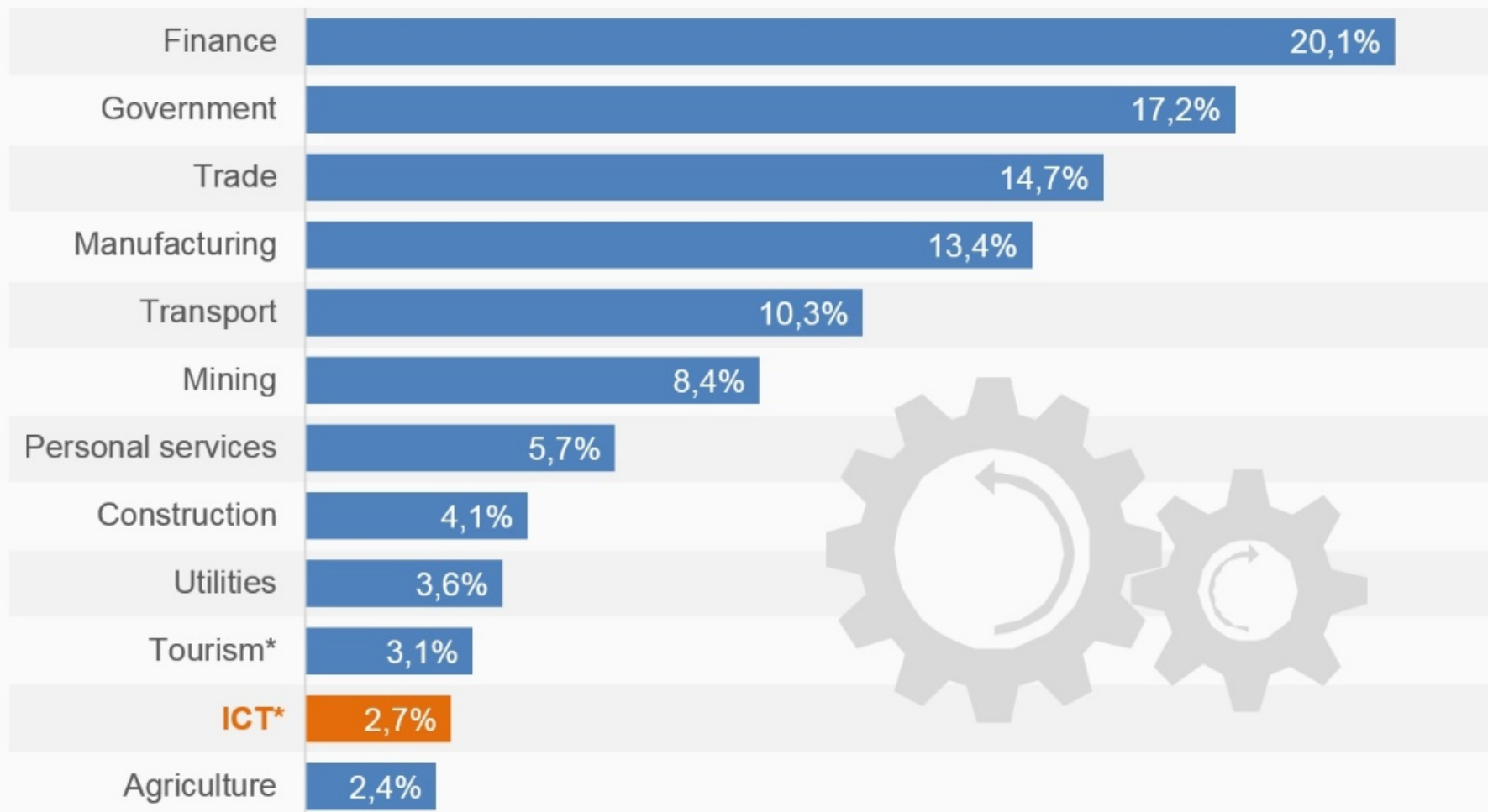
**HOUSEHOLDS
WITH INTERNET
ACCESS BY
REGION, BY
PERCENTAGE**



**SOURCE:
www.ictafrica.org**

The ICT sector is larger than the agriculture industry

Percentage contribution to South African economic activity, 2014



*Tourism and ICT are referred to as sectors as they are not listed as one of the 10 industry divisions in the international Standard Industrial Classification (SIC) system
Sources: Information and Communication Technology satellite account for South Africa, 2013 and 2014; Gross domestic product (GDP), Q4 2016



**ICT
infrastructure,
skills and
services**

**Systems and
processes
and how they
connect together**



Connected government



**Efficient and effective
service delivery**

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**IMPERICAL EVIDENCE:
MINISTRY OF
FINANCE**

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GOVERNANCE:**

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- 100 of MoF staff received questionnaire
- 87 persons responded
- 81% holding university degree
- 58 Male; 29 Female

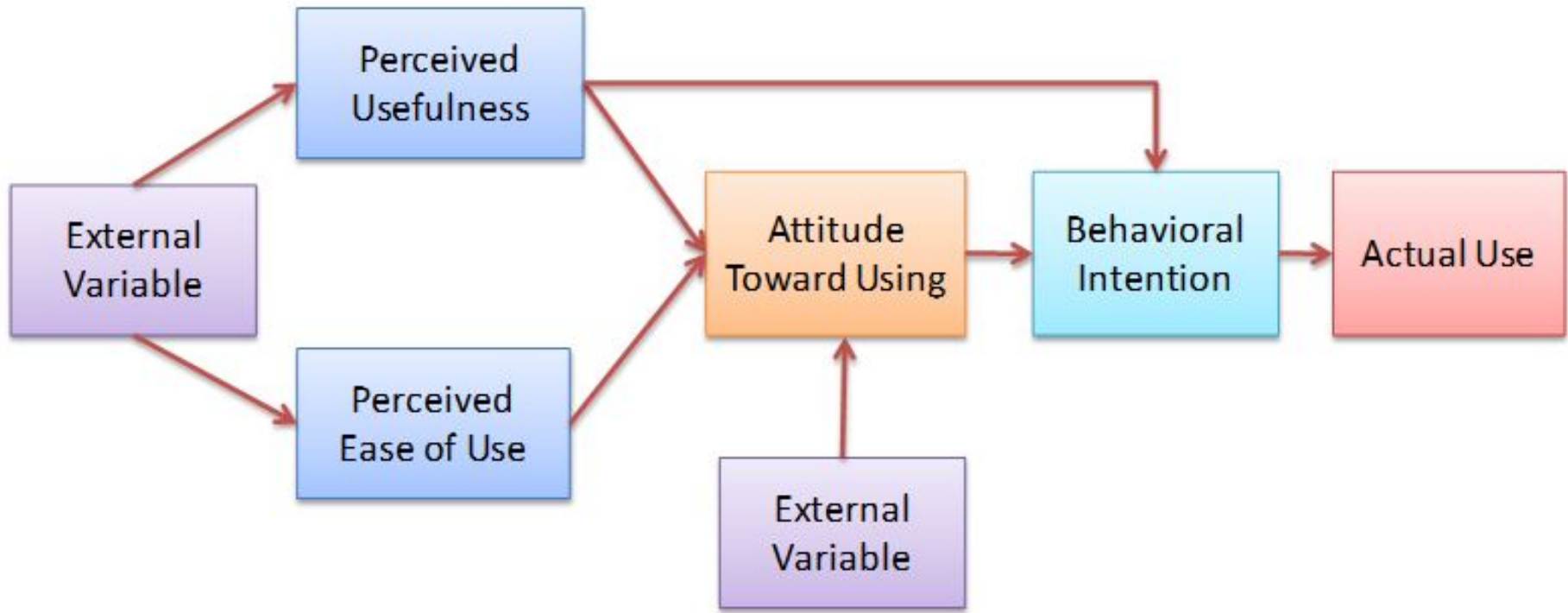
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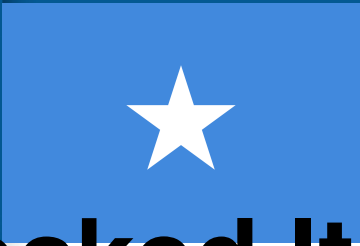
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MINISTRY OF FINANCE

Technology Acceptance Model (TAM)



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9 Checked Items in the research:

- ✓ Perceived Usefulness
- ✓ Perceived Ease of Use
- ✓ Perceived Trust
- ✓ Perceived Risk
- ✓ Service Quality
- ✓ Satisfaction & Loyalty
- ✓ Accountability
- ✓ Transparency
- ✓ Rule of Law



Findings: Good governance positively correlated:

- Perceived Usefulness ($r=.647^{**}$, $p=.000$)
- Perceived Ease of Use ($r=.636$, $p=.000$)
- Perceived Risk ($r=.511$, $p=.000$)
- Perceived Trust ($r=.693$, $p=.000$)

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Findings: Good governance positively correlated:

transparency has average mean value of 2.67

rule of law has average mean value which is 2.56



Findings:

Service quality positively correlated:

satisfaction loyalty ($r=.832$, $p=.001$)

service quality ($r=.749$,

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Significant improvement

in overall business in the
ministry including
governance,
transparency and
service delivery

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If taken seriously, this would lead to an early E-government which will improve the lives of citizens

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**IMPERICAL EVIDENCE:
JUST CAMPUS
SYSTEM**

Thanks for your attention

