



The reality of inequality in e-governance

A lack of access to e-government services leads to inequality in the provision of services.

Emmah Makhanye is an administrative coordinator at UNISA.

Inequalities within the Newcastle municipality are preventing some sectors of the community from accessing necessary e-government services. While the systems are in place and the municipality encourages people to use these services, only a small percentage of citizens are aware of them and can access them.

“If people cannot use these services to the maximum, then the investment into the delivery of these services is wasted,” says Emmah Makhanye.

Residents claim that they cannot use the services due to a variety of reasons, including a lack of infrastructure or the necessary knowledge and training. They cite not owning the necessary computer or mobile phone and a lack of computer literacy as a barrier to accessing these services. Government communication concerning e-services is also inadequate.

“The inequalities are obvious when it comes to those who can access the services,” says Makhanye. “Only



Government should provide more equal access to e-government services.

those in affluent suburbs can make use of them fully.”

The municipality should focus on delivering better access, training and

infrastructure so that all its citizens will be able to use e-services.



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