

## Electronic Governance Tools as Support Systems for the Public Service in South Africa

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**ABSTRACT** This paper uses a secondary study approach to examine electronic governance tools and their contribution to the South African public service. The primary objective of the paper was to explore on the experiences of electronic-governance as support systems on service delivery in the public service. Through the secondary study approach, the paper reveals that electronic governance is one of the primary means of supporting social and economic development. The paper concludes that for electronic governance to be a sturdy support system it should take into account the needs of society, the developmental goals of government as well as the empowerment of citizenry in the public service.