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Mobile government implementation for government service delivery in developing countries: a South Africa context

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Abstract

Mobile phones are becoming the most rapidly adopted technology in history and the most popular and widespread personal technology in the world. Also, the ubiquitous nature of mobile phones in developing countries, for example South Africa provides an opportunity to use of this platform to provide better service delivery to the citizens of the developing countries. This paper identifies major service delivery issues in South Africa. Various m-government systems that have been implemented in other countries to solve service delivery issues were identified. A survey was circulated to citizens and government stakeholders.