

Table 1. Summary of objectives

E-government	E-administration	E-governance
Policy coordination and implementation; delivery of services online	Internal and public sector management component	Facilitation of interactions between citizens, government organizations and elected offices including governing and policy-making process
Developing citizen-centric programs	Strategic planning in transitioning to electronic delivery of services	How technology (particularly the web) is transforming governing process
Promoting and enhancing citizen participation	Quantifying cost-effectiveness of electronic service delivery	E-federalism: the changing relationship among the levels of government; and E-democracy: enhancing citizen participation online voting, issue of ethic, security and privacy
Perfecting online service delivery through analysis and evaluation; measuring efficiency and benchmarking against other forms of service delivery	Benchmarking and performance measurement	Legislative and policy-making environment framework; policy initiatives governments are taking: the regulatory framework, implications of initiatives like recognizing the legality of e-signatures, greater citizen participation in policy making environment (e-democracy)
Country indexing (performance measurement benchmarking) portal analysis, website analysis	Human resource management issues like training and recruitment, deployment of staff and maximizing existing resources	International implications: lowering of borders through information exchanges-impacts and consequences; international standards and best practices; information management and e-government

*Source:* United Nations, DPEPA, ASPA 'Benchmarking e-government: a global perspective—assessing the UN Member States' United Nations Division for Public Economics and Public Administration, American Society for Public Administration publication, May 2002 at p 54.