

**E-GOVERNANCE AND IMPROVED ACCESS TO SERVICES
IN PUBLIC INSTITUTIONS OF RWANDA:**

A Case Study of the Ministry of Education Rwanda

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ABSTRACT

The Governments of Rwanda (GoR) has heavily invested in ICT through establishment of an enabling environment of ICT Development, deployment of state of the art infrastructure, development of competent human resource base to contribute towards achieving the Rwanda Vision 2020. This research project attempted to investigate the role of E-Governance on improving access to service with the special focus on the Ministry of Education (MINEDUC) of Rwanda. It sought to understand the effectiveness of the e-services in terms of improving access to services. Effectiveness of E-Services was analyzed in terms of improved service delivery to the customers. Limited government to citizen interaction is still an obstacle to e-governance as well as service delivery. This research, being descriptive and analytical research project, it used a questionnaire to collect data. It was proposed to analyze collected data with content analysis techniques. Concepts of E-government along with service delivery were employed to establish relationship among variables. The result of the analysis of data that was collected contributed to proposing improvement on government processes for enhanced access to services, increase citizen's participation in addition to providing recommendation for other public institutions to contribute towards building an efficient government.